

# Munir Khan



## SUMMARY

Dynamic professional with extensive experience in the fast food and tourism sectors, complemented by entrepreneurial success in establishing and managing a thriving business. Proven track record in customer service excellence, operational management, and team leadership. Skilled in adapting to diverse business environments, with a keen focus on delivering exceptional results. Dedicated and driven professional with a passion for delivering exceptional customer experiences and driving business growth. Known for my proactive approach to problem-solving and my ability to thrive in dynamic environments. I am deeply committed to continuous learning and self-improvement, always seeking new opportunities to expand my skills and contribute meaningfully to my team and organization. As an entrepreneur, I have honed my leadership abilities and entrepreneurial spirit, fostering innovation and driving success in every endeavor. With a strong foundation in the fast food and tourism industries.

## Work Experience:

### Turkish Shawarma & fast-food Takeaway - Owner

15 August 2020

- ▶ Established and currently manage a successful Turkish Shawarma & Fast-food Takeaway specializing in Chicken Shawarma, Zinger Burger, Chicken Rolls, and Pizza.
- ▶ Demonstrated entrepreneurial skills in, launching, and operating the business, catering to diverse customer preferences and tastes.
- ▶ Developed and implemented business strategies to optimize operations, including menu development, pricing strategies, and marketing initiatives.
- ▶ Ensured high standards of food quality, hygiene, and customer service, resulting in a loyal customer base and positive reviews.
- ▶ Managed all aspects of the business, including inventory management, staff recruitment and training, financial management, and regulatory compliance.

### KFC Pakistan – Assistant Branch Manager

2019-2020

- ▶ Excelled in the role of Assistant Restaurant General Manager, contributing to the overall success of the restaurant operations.
- ▶ Supported the Restaurant General Manager in overseeing day-to-day activities, including staff management, customer service, and operational efficiency.
- ▶ Demonstrated strong leadership skills by effectively leading and motivating a team 70+ of staff members to achieve performance targets and deliver exceptional service. Assisted in implementing strategic initiatives to optimize sales, reduce costs, and improve overall operational performance.
- ▶ Played a key role in ensuring compliance with company policies and procedures, maintaining high standards of food safety, cleanliness, and customer satisfaction.
- ▶ Collaborated with cross-functional teams to address operational challenges and drive continuous improvement in service quality and customer experience.

### Russian Tourism Operator, Dubai

2013-2018

- ▶ Served as an Airport Representative and Tour Guide, providing exceptional service to English-speaking clients upon their arrival in Dubai.
- ▶ Welcomed clients at the airport, assisted with luggage, and facilitated smooth transportation to their accommodations, ensuring a positive first impression.
- ▶ Conducted informative and engaging guided tours for English-speaking tourists, showcasing Dubai's attractions and providing insights into the local culture and history.
- ▶ Demonstrated strong communication skills and cultural sensitivity to effectively interact with clients from diverse backgrounds, ensuring a memorable and personalized experience.
- ▶ Received positive feedback from clients for professionalism, hospitality, and knowledge of local attractions, contributing to high customer satisfaction ratings.

## Contacts

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- 🌐 Munir khan

## Education

Secondary school  
certificate of Arts,  
Peshawar, Pakistan,

## Skills

- Customer Service Excellence
- Operations Management
- Team Leadership
- Entrepreneurship
- Menu Development
- Marketing Strategy
- Inventory Management
- Staff Recruitment and Training
- Financial Management
- Regulatory Compliance

## Language

English  
Fluent

Urdu

Native/Bilingual Proficiency

Pashto

Native/Bilingual Proficiency

Arabic

Basic Proficiency

Russian

Basic Proficiency

## References

References available  
upon request.

## Chinese Tourism Operator, Dubai

2011-2013

- ▶ Served as an Airport Representative for Chinese clients, providing dedicated assistance and support upon their arrival in Dubai.
- ▶ Welcomed Chinese clients at the airport, facilitated smooth immigration procedures, and ensured seamless transportation to their accommodations, prioritizing their comfort and satisfaction.
- ▶ Demonstrated cultural sensitivity and effective communication skills in Mandarin to address the needs and inquiries of Chinese clients, enhancing their overall experience in Dubai.
- ▶ Managed transportation arrangements for Chinese tour groups, overseeing logistics and coordinating with drivers to ensure timely and efficient travel between destinations.
- ▶ Played a key role as Transport Incharge, overseeing vehicle maintenance, scheduling, and ensuring compliance with safety regulations to guarantee a reliable and secure transportation service for clients.

## Pizza Hut Pakistan

2004-2010

- ▶ Started as a Kitchen Assistant and quickly advanced to the role of Manager, demonstrating exceptional dedication and performance.
- ▶ Managed day-to-day operations of multiple Pizza Hut locations across different destinations in Pakistan, ensuring smooth functioning and adherence to brand standards.
- ▶ Led a team of [number] staff members, providing leadership, training, and performance management.
- ▶ Implemented effective strategies to optimize workflow and enhance operational efficiency, resulting in mention any specific achievements, such as improved customer satisfaction, reduced wait times, increased sales, etc.
- ▶ Maintained inventory levels and controlled food costs to maximize profitability while minimizing waste.
- ▶ Implemented customer service initiatives to improve guest satisfaction and loyalty, resulting in mention any specific achievements, such as increased positive reviews, customer retention, etc.
- ▶ Actively participated in promotional activities and marketing campaigns to drive sales and increase brand visibility in the local market.

## Expert in Customer Service

Proven track record of delivering exceptional customer service across various industries, including fast food, tourism, and entrepreneurship.

- ▶ Skilled in prioritizing customer satisfaction, effectively addressing inquiries and concerns, and exceeding customer expectations.
- ▶ Proficient in building strong rapport with customers, fostering long-term relationships, and cultivating a positive brand image.
- ▶ Experienced in resolving customer complaints and conflicts with professionalism and diplomacy, ensuring positive outcomes and maintaining customer loyalty.
- ▶ Committed to continuous improvement of customer service processes and practices, resulting in enhanced customer experiences and increased customer retention.

## Training In charge: Cash/Inventory Controls and Audit

- ▶ Developed and conducted training programs focused on cash handling procedures, inventory management, and audit protocols.
- ▶ Provided comprehensive training to staff members on maintaining accurate records, implementing control measures, and conducting regular audits.
- ▶ Ensured compliance with company policies and procedures related to cash handling, inventory control, and audit practices.
- ▶ Monitored and evaluated staff performance to identify areas for improvement and provide ongoing support and guidance.
- ▶ Collaborated with management to implement changes and enhancements to cash and inventory management processes based on audit findings and best practices.

### Quantifiable Achievements:

- ▶ Increased revenue by 100% through strategic menu development and promotional campaigns at Turkish Shawarma & Fastfood Takeaway.
- ▶ Achieved a customer satisfaction rating of 90% during tenure as Assistant Branch Manager at KFC Pakistan.
- ▶ Reduced operating costs efficiency measures at Pizza Hut Pakistan.
- ▶ Successfully trained and developed more than 50 staff members, resulting in improved team performance and customer service at various positions.
- ▶ Maintained inventory accuracy within 95% variance through rigorous inventory management practices.
- ▶ Maintained health and safety standards at Pizza Hut and KFC locations, achieving a product quality, restaurant maintenance cash audit & cleanliness rating of 95% to 100% during shifts, including passing Champs and ROCC assessment during higher management visit.