ONAIS ASHRAF SAYYED AIDROUSI

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*To apply the best of my knowledge gained in the field of Customer services , Sales & office administration , where I can show my true potential and utilize my professional skills, knowledge and my entire personality for the development of my career and for the growth of the organization through my experience and hard work.*

**Professional Experience**

**SAYYID's Restaurant. Mannuthy ,Thrissur , Kerala , India**

**RESTAURANT MANAGER & OWNER / JAN 2014 – Nov 2018**

* Managing a high volume restaurant & improving all controllable costs thereby maximising financial performance.
* Also responsible for effectively developing, managing and leading the restaurant team to provide excellent service.

Duties:

* Ensuring the highest standards of food and beverage service.
* Keeping control of food and labour costs.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in-depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Communicating with the kitchen staff to ensure efficient food service.
* Organising the daily and weekly duty roaster for the Restaurant’s staff.
* Purchasing stock, supplies and negotiating best prices with trade suppliers.
* Monitoring daily sales and stock reports for the restaurant owners.

Saif Belhasa Group Of Companies, Dubai, U.A.E

Sales & Administration – Team Leader

March 2007– May 2013

* Responsible for all Front Desk activities including meet and greet customers, handling enquires (walk-in and telephonic), assisting customers in acquiring documentation, handling complaints and queries, assisting customers with applications to verify the authenticity of their visas, passport etc.
* Processing all outgoing communications in the form of emails, phone calls, voice mails etc
* Imparting the information about the company and the correct procedure to get the license.
* Providing product details to the customers.
* Dealing with correspondence, writing daily, weekly and monthly reports under the supervision of the Outlet Director, ensuring decisions made are communicated to the relevant people.
* Supervising ten different outlets/branches including staff and representatives.
* Process, review, and analyze reporting from different branches and outlets
* Dealing with personnel administration.
* Maintain the quality presentation of the other outlet branches and staffs.
* Arranging internal meetings with management for the improvement of the business.
* Reporting to the higher authorities regarding their issues & solving those problems.
* Giving business targets to the team members on monthly basis & helping them to achieve their monthly targets.
* Responsible for all the supplies and paperwork required by the team
* Preparing daily, weekly and monthly reports of target achievements, team requirements, complaints, suggestions to the Outlet Director
* Responsible for conducting quarterly meetings to enable better teamwork where queries and suggestions are submitted.
* Conducting business research and assessment and secondary research using external sources, publications and the internet search engines.
* Maximizing sales and business development for the company by offering top range products to make the customer’s application process easier to obtain a driver’s license.
* Agreeing a course of action with the customer
* Ensuring the customer receives the assistance needed to implement the recommendations.
* Checking on customer satisfaction with purchase, discovering future needs.
* Ensuring 100% customer and staff satisfaction.

Al Bai Tourism & Cargo, Dubai, U.A.E

Sales & Administration - Executive

April 2006 –March 2007

* Preparation of various MIS Reports
* Maintain Customer Relations to achieve good feedback and achieve more business.
* Providing customer feedback to the company.
* Communicate with all levels of management and employees
* Generating leads and converting them as business
* Developing new client base, and maintaining the existing client.
* Ability to resolve the disputes to customer satisfaction
* Preparing and maintaining all kinds of files

**Professional Qualifications**

* Bachelor of Computer Applications (2002 - 2005), Bharathiar University, Tamilnadu, India.
* Diploma in Air fares & ticketing (IATA-UFTAA)
* .Training in Galileo Reservation System from Patriot aviation college

**Software Skills**

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| **Hardware Knowledge** | **Installation & trouble shooting of windows 98/2000/XP/vista etc** |
| **Utility Package** | **Microsoft Office 2007** |
| **ERP** | **FOS(front office system)** |

**Personal Particulars**

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| Nationality : Indian  Religion : Islam  Gender : Male  Date of Birth :6.02.1985  Driving License :Valid UAE and Indian License  Languages Known : English, Urdu, Hindi, Tamil and Malayalam.  Passport Number :h4230809, Expiry Date: 21/04/2019 |