

OSMAN OSMAN

PROFESSIONAL SUMMARY

Dedicated Supervisor with 5 years of experience motivating large teams to succeed. Continually achieves targets and deadlines through strategic planning, resource management and inspiring leadership.

Driven professional with knack for leadership and team collaboration, ensuring seamless operations and fostering positive work environment. Adept in conflict resolution and strategic planning, consistently meeting targets and enhancing team productivity. Ready to make significant impact in supervision role.

Driven professional with strong leadership capabilities, ready to inspire and guide teams towards achieving organisational goals. Demonstrates exceptional communication and problem-solving skills, fostering collaboration and efficiency. Aims to enhance team performance and drive continuous improvement within workplace.

Offering strong leadership and communication skills, with knack for problem-solving and team motivation. Knowledgeable about fostering collaborative work environment and managing tasks efficiently. Ready to use and develop leadership, organisational, and interpersonal skills in supervision role.

WORK HISTORY

Supervisor leader, 06/2022 to current

4 years and 1 month

VOX cinema - Riyadh, Saudi

Knows how to manage the team and find solutions for problems and know how to create a clean and good environment for everyone to work in as I worked in this field for 15 years in different restaurants and coffee shops and every way possible I am more professional todo a job then a normal person can.

Waiter , 06/2014 to 06/2021

7 years and 1 month

SAFOOD - Jeddah , Saudi

- Worked collaboratively with kitchen staff for efficient service delivery.
- Maintained knowledge of menu items, leading to accurate order taking.
- Handled payment transactions to guarantee smooth customer checkout process.
- Mitigated complaints effectively by empathetically listening and offering solutions.
- Completed side duties such as refilling condiments, contributing to organised workplace.

Head waiter, 06/2010 to 06/2016

6 years and 1 month

CONTACT

Address: Jeddah , Saudi

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Email: osmansoud@gmail.com

Date of birth: 1992/02/20

Nationality: Eritrean

SKILLS

- Performance metrics tracking
- Ethical leadership
- Influence and persuasion
- Business operations oversight
- Team building
- Financial reporting
- Staff inductions
- Contract administration
- Team supervision
- Recruitment and hiring
- Marketing Sales
- Inspiring leadership
- Client relations
- Compliance auditing
- Quality assurance management
- Operational planning
- Employee engagement
- Crisis Intervention
- Shift management
- Staff mentoring
- Resource allocation
- Cost reduction
- Target-driven
- Health and Safety policy enforcement
- Critical decision making
- Performance metrics
- Operational efficiency

Outback steak house - Jeddah , Saudi

- Resolved customer complaints promptly, fostering a positive dining environment.
 - Coordinated linen, silverware, glassware requirements maintaining aesthetic appeal of the restaurant.
 - Managed staff rota to ensure adequate coverage during peak hours.
 - Coordinated large party reservations to accommodate high-volume business periods.
 - Organised staff schedules, ensuring adequate coverage during peak hours.
 - Reduced wait times with efficient seating arrangements.
 - Streamlined table turnover processes, enhancing operational efficiency.
 - Oversaw wine selection and pairing suggestions to enhance meal enjoyment.
 - Implemented daily specials board, increasing variety of offerings.
 - Developed rapport with regular patrons to foster loyalty and repeat business.
 - Promoted special events at the restaurant resulting in increased bookings.
 - Assisted in menu development for improved guest satisfaction.
 - Processed payments and reduced customer wait times.
 - Trained and supervised wait staff to maintain first-class customer service standards.
 - Managed cash tips and reconciled tickets against till at end of shift.
 - Facilitated effective communication between kitchen staff and waiting staff to relay menu updates and process changes.
 - Managed new and existing reservations using computer software or applications.
 - Maximised covers by monitoring dining room for seating availability.
 - Encouraged repeat business by presenting clean and welcoming dining environment.
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EDUCATION

Certificate of Higher Education, Business, 12/2010

Eritrean international school - Jeddah near to Palestine street , Jeddah
