



MOHAMMED JIFFRY

Café & Restaurant Supervisor | Casual dine in

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PERSONAL INFORMATION

Nationality: Sri Lankan

Gender: Male

Marital Status: Married

LANGUAGES

- English ★★★★★ (fluent)
- Sinhala ★★★★★ (fluent)
- Tamil ★★★★★ (fluent)
- Arabic ★★★★★ (conversational)
- Hindi ★★★★★ (conversational)

EDUCATION

- G.C.E Ordinary level
- Hotel Management
- IT Basic Level

PROFESSIONAL COURSES

- Supervisor Training at Pattis France
- Waiter training at Alfa co (steak house)
- Housing Keeping Training @ Berjaya
- Serve safe
- Fire fighting

COMPUTER SKILLS

- Microsoft excels
- Microsoft word
- Email
- Typing skills 40wpm

INTERESTS & HOBBIES

- Ted talk
- Learning
- Acting for Advertisements (Jump Models)

PERSONAL SUMMARY

A growth minded passionate Restaurant Supervisor with over Five years of hands-on experience in the overall supervision of restaurant operations,

I possess a strong understanding of overall restaurant operation, employee management, customer service, inventory and wastage monitoring, employee hygiene and grooming, service standards & in many other crucial aspects of the restaurant operations.

I am now looking forward to obtaining a position in a progressive environment which will challenge and utilize my skills and ability for the growth of both the company and myself.

EMPLOYMENT HISTORY

- ❖ Cater LAB Café (Before-La Bourgeoise) Restaurant Supervisor 2024 to Date
- ❖ Pattis France international trading company Supervisor from 2022
- ❖ Cheese cake factory Waiter 2019
- ❖ Steak house Waiter 2010
- ❖ Dine- mor Restaurant 2007

CORE COMPETENCIES

Restaurant operations	Hygiene & Grooming
Conflict management	Supervision & Leadership
Interpersonal & communication skills	
Training & motivation	

CAREER HIGHLIGHTS

- ☞ Contributed to Achieve Sales Target
- ☞ Monitoring and train the team on maintaining high standard customer service
- ☞ Active and available at all times in the dine in area for customer and team needs.
- ☞ Strengthened team spirit by training and educating the importance of team work.
- ☞ Recognized for being courteous and polite when handling customer needs.
- ☞ Recognized for being good at communication skills.
- ☞ Have obtained 98 points in the Mistry shopper report at steak house.

Café Supervisor

Cater LAB Café formerly La Bourgeoise Supervisor 2024 to Date

☞ Café Operations Management

Oversee daily café operations, ensuring smooth workflow across front and back of house, from staff coordination to inventory and service delivery. Managing Online Applications, Managing Catering & Events, Also Handling Administrative responsibilities.

☞ Team Leadership and Training

Lead and mentor a diverse team, conduct pre-shift briefings, enforce uniform standards, and provide ongoing training to maintain high service quality and team morale.

☞ Customer Experience Optimization

Drive guest satisfaction by maintaining a welcoming environment, resolving issues promptly, and ensuring consistent food and beverage presentation and service.

☞ Inventory

Ordering, receiving, Organizing, distributing and controlling.

☞ Scheduling and Workforce Planning

Create efficient staff schedules based on availability and skill sets, ensuring optimal coverage during peak hours.

Restaurant supervisor

Pattis France International Trading Company 2022 – Riyadh KSA.

☞ Leadership & Team Coordination

Reported directly to the restaurant manager and supported supervisors with administrative tasks related to daily operations. Ensured staff punctuality, proper uniform compliance, and readiness for pre-shift briefings.

☞ Operational Setup & Cleanliness

Oversee the preparation of the dine-in area before opening, maintaining a clean and welcoming environment aligned with health and safety standards.

☞ Service Quality & Guest Satisfaction

Elevated customer satisfaction by ensuring consistent food and beverage service quality and addressing operational issues proactively.

☞ Inventory & Waste Control

Managed inventory efficiently, tracked usage trends, and implemented strategies to reduce waste and optimize resource allocation.

☞ Workforce Planning & Scheduling

Scheduled staff shifts based on availability and skill sets, ensuring balanced coverage and smooth service flow during all operating hours.

Waiter

Piatto, Steak House, Fire Grill -2010 & Cheesecake Factory 2019– Riyadh -KSA

☞ Guest Experience & Hospitality

Warmly welcomed guests and delivered attentive, personalized service ensuring a memorable dining experience.

☞ Menu Mastery & Sales Impact

Understanding of menu items, specials, and allergens; consistently increased sales through effective upselling and tailored recommendations.

☞ Order Precision & Service Flow

precise food and beverage orders using POS systems and ensured timely, accurate delivery of dishes.

☞ Cleanliness & Dining Ambience

Maintained a spotless dining area, prepared tables with care, and upheld high standards of hygiene.

☞ Teamwork & Operational Readiness

Participated in daily briefings, stayed prepared with mis en place, and supported smooth operations through proactive teamwork and attention to detail.