

FAIZAN SHAH

Outlet Manager

ABOUT ME

A highly organized and proactive Food Outlet Manager with [8] years of experience in driving operational success, optimizing staff performance, and delivering exceptional customer experiences. And on my way to the entire satisfaction and success of the company as well as to build up my career and quality.

PERSONAL DETAILS

- ☎ 0316-5558393
- ✉ faizanshah@gmail.com
- 📍 Dhoke Jelani Bara Kahu ISB

SKILLS

- Leadership and Team Management
- Operational Excellence
- Customer Service & Experience
- Inventory and Supply Management
- Marketing and Promotion
- Time Management & Multitasking
- Product Analytical and Data Skills
- Negotiation and Relationship Management
- Budgeting and Forecasting
- Cost Control and Monitoring

TECHNICAL SKILLS

- POS System Proficiency
- Food Safety & Compliance
- Menu Development

ACHIEVEMENTS

Awarded “Branch Manager” of the Year” in 2024 for exceptional contributions to Branch Manager strategy and sales Targets and budget management .

EXPERIENCE

Branch Manager

CHOUX Cakes & More DHA 2 ISB | July2024-present

- Daily management of front-of-house and back-of-house, including opening/closing procedures.
- Recruiting, training, supervising, and scheduling team members, while boosting morale and reducing turnover.
- Maximizing profitability by controlling inventory, monitoring food waste, and managing budgets.
- Maintaining high customer satisfaction levels by handling complaints efficiently and ensuring fast service.
- Handling cash, processing payroll, and managing supplier relationships
- Weekly or monthly Food Costing
- Product Costing & product analysis
- the systematic process of evaluating a product’s features, performance, and user behavior to align with market needs and business goals
- Source, evaluate, and negotiate contracts with vendors for best pricing and quality

Section Officer FOH

Imtiaz Super Market ISBI Oct 2022-Jun2024

- Greet customers, assist with product location, and handle customer complaints, returns, or feedback effectively.
- Monitor staff performance, assign tasks, manage schedules, and provide training for cashiers and sales associates.
- Ensure smooth POS (Point of Sale) operations, manage cash handling, and assist with self-service checkout troubleshooting.
- ensures a welcoming, clean, and efficient shopping environment
- To plan, organize, execute and control all activities related to the processing of purchase transactions by customers.
- Monitors the activities and schedules of Cashiers and Customer Care staff.
- Developing and enforcing departmental policies and procedures

EDUCATION

Bachelor AIOU ISB (continue)	2025
Intermediate ICB College ISB	2021
Matric Govt High School Hussan Abdal	2017

HOBBIES

- Reading
- Golf
- Travelling
- Photography

Assistant Accountant & Admin

TES Enterprises RwplAug2020-Mar2022

- Recording daily financial transactions, journal entries, and maintaining accurate ledgers
- Filing documents, answering email queries, and providing administrative support to accountants
- Assisting with month-end closing, preparing preliminary financial reports, and ensuring compliance with regulations.
- Greeting visitors, booking rooms, organizing, handling post, and managing inventory.
- Answering phone calls, responding to emails, and directing inquiries.
- Filing digital/paper records, data entry, taking minutes, and updating databases.

Shift Manager

Nov2018-Aug2020

Cashier

Jan2018-Nov2018

Enchanto Restaurant DHA 1 ISB

- Accurately Punching items, processing payments (cash, credit, gift cards), and issuing receipts.
- Greeting customers, answering questions, resolving complaints, and providing assistance
- Balancing the cash register at the start and end of shifts, counting cash, and handling discrepancies.
- Assigning tasks, mentoring, training new employees, and managing performance during the shift.
- Monitoring stock levels, receiving deliveries, reconciling cash registers, and handling bank deposits.
- Acting as the lead for resolving complaints and ensuring a positive experience for guests.