



Muhammed Shihal

Team Lead Manager

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Languages

English

About

With a proven track record in customer service, I have excelled as a Team Lead and Floor Manager, mastering inventory management, staff supervision, and enhancing customer experiences. My passion lies in elevating retail environments, ensuring exceptional standards of service and operations are met consistently.

BRANDS WORKED WITH

- Café Rome
- Carry Fresh Hypermarket
- OLE AND STEEN, CANARY WHARF

Experience

● TEAM LEADER

OLE AND STEEN, CANARY WHARF | Feb 2023 - Mar 2024

- Ensuring the café is fully stocked and can meet the menu at all times, notifying the Operations Manager or kitchen staff of any shortage.
- Welcome anyone who enters the building when you are on shift and when the front desk is not manned, advising them as necessary.
- Respond promptly and professionally to any customer feedback, comments or complaints.
- Uphold the highest standards of health and safety, cleanliness and professionalism and use your own initiative to respond quickly to issues or challenges that may arise when you are on duty.

● FLOOR MANAGER

Carry Fresh Hypermarket | Apr 2021 - Dec 2022

- Maintain company standards and guidelines around product flow, customer service and visual displays.
- Performs daily store activities such as opening and closing procedures which includes monitoring attendance and activating security systems.
- Manages retail staff, including cashiers and people working on the floor.
- Ensures pricing is accurate.
- Ensures standards for quality, customer service, health and safety are met.
- Manage different departments within the store.
- Handles customer questions, complaints, and issues.

● TEAM LEADER

Café Rome | Feb 2020 - Mar 2021

- Design and execute café menu, cake board, drinks and snacks, as well as keeping the farm shop stocked with seasonal preserves.
- Line manage other café staff and volunteers
- Prepare jams, ice cream and other goodies to be sold in the shop
- Liaise with environmental health and suppliers
- Ensure high standards of customer service are met at all times

Education & Training

● University of Roehampton

MSC INTERNATIONAL BUSINESS,,

2017 - 2020

● CMR University

Bachelor of Business & Bachelor of Arts,