



Muhammad Mehran Asif Khokhar

Executive Account Manager

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Languages

English

About

With extensive experience in fast-paced retail and food service environments, I excel in customer satisfaction, team leadership, and operational efficiency. Skilled in sales management, inventory control, and quality assurance, my adaptability makes me an ideal candidate for dynamic retail roles.

BRANDS WORKED WITH

Junglees Leyton

Howdy Islamabad (Fast food restaurant)

Imtiaz Mega Store Islamabad

Green spire Pvt.Ltd

Al Taif Air Travel Islamabad

Experience

● Crew member

Junglees Leyton | Feb 2024 - Apr 2024

Company Overview: Junglees Leyton Fast Food is a bustling eatery known for its diverse menu offerings and lively ambiance. Situated in the heart of Leyton, it attracts a diverse clientele of locals, students, and visitors seeking delicious and satisfying fast-food options. **Restaurant Concept:** Junglees Leyton Fast Food offers a wide range of flavourful dishes inspired by international and local cuisines. From mouth-watering burgers and sandwiches to crispy fried chicken, savory wraps, and refreshing beverages, the restaurant caters to a variety of tastes and preferences. **Customer Experience:** At Junglees Leyton Fast Food, the customer experience is paramount. The restaurant's welcoming atmosphere, friendly staff, and efficient service create a memorable dining experience for patrons. Whether customers dine in, order takeout, or opt for delivery, Muhammad Mehran Asif Khokhar

they can expect prompt and courteous service at all times. **Quality and Freshness:** Junglees Leyton Fast Food is committed to using high-quality.

- As a member of the kitchen staff at Junglees Leyton Fast Food, your responsibilities may vary depending on your specific role within the kitchen team. Here's an overview of potential kitchen responsibilities:

- **Food Preparation:**

- Prepare ingredients for menu items according to established recipes and portion sizes.

- Cut, chop, slice, and dice vegetables, meats, and other ingredients as needed.

- Marinate, season, and cook proteins such as chicken, beef, or fish to the required specifications.

- **Cooking and Grilling:**

- Grill, fry, or bake menu items, such as burgers, sandwiches, wraps, and chicken, ensuring they are cooked to perfection.

- Monitor cooking times and temperatures to ensure food safety and quality standards are met.

- Operate kitchen equipment such as grills, fryers, ovens, and microwaves safely and efficiently.

- **Assembly and Plating:**

- Assemble menu items according to standardized procedures, ensuring accurate portioning and presentation.

- Arrange food items on plates or trays in an attractive and appetizing manner before serving to customers.

- **Quality Control:**

- Inspect ingredients and finished dishes for freshness, quality, and adherence to food safety standards.

- Discard any expired or spoiled ingredients and notify management of any quality issues.

- **Cleanliness and Sanitation:**

- Maintain cleanliness and sanitation standards in the kitchen area, including countertops, cooking equipment, utensils, and floors.

- Wash and sanitize dishes, pots, pans, and cooking utensils after use to prevent cross-contamination.

- Follow proper handwashing procedures and hygiene practices to ensure food safety.

- **Inventory Management:**

- Monitor inventory levels of ingredients and supplies, notifying manage-

ment when stock levels are low.

- Assist in receiving and storing deliveries of food items, ensuring proper rotation and storage practices.
- Adherence to Procedures:
 - Follow standardized recipes, portion sizes, and cooking procedures to maintain consistency in food quality and taste.
 - Adhere to food safety regulations and health code standards at all times.
- Collaboration and Communication:
 - Work collaboratively with other kitchen staff to ensure smooth operation of the kitchen.
 - Communicate effectively with kitchen team members and management regarding food orders, inventory levels, and any issues that arise during the shift.
- Certainly! Here are some potential achievements that you could highlight as a member of the kitchen staff at Junglee's Leyton Fast Food:
 - Efficiency Improvement
 - Quality Control Excellence
 - Inventory Management
 - Customer Satisfaction
 - Team Collaboration
 - Training and Mentorship
 - Health and Safety Compliance

● Receptionist & Floor Manager

Howdy Islamabad (Fast food restaurant) | Apr 2022 - Nov 2023

Howdy Islamabad is a popular fast food restaurant located in Islamabad, Pakistan, known for its delicious menu offerings and friendly atmosphere. Receptionist Responsibilities Greeting customers as they enter the restaurant with a warm and friendly demeanor. Managing reservations and seating arrangements to ensure efficient use of restaurant space. Answering phone calls, taking reservations, and addressing customer inquiries and concerns. Assisting in coordinating takeout and delivery orders and ensuring accurate order processing. Providing information about menu items, promotions, and special offers to customers. Maintaining cleanliness and organization at the reception area and lobby. Floor Manager Responsibilities Overseeing the daily operations of the restaurant floor to ensure smooth and efficient service. Supervising restaurant staff, including servers, bussers, and hosts/hostesses, to maintain high standards of service quality and professionalism.

- Greeting and Welcoming Guests: Welcome customers as they enter the restaurant with a warm and friendly demeanour, providing a positive first impression.
- Reservation Management: Handle reservations efficiently, ensuring accurate record-keeping and timely communication with guests regarding reservation details.
- Seating Arrangements: Manage seating arrangements for guests, optimizing table turnover and ensuring efficient use of restaurant space.
- Customer Inquiries: Answer phone calls, emails, and in-person inquiries from customers, providing information about menu items, reservations, and restaurant policies.
- Order Coordination: Assist in coordinating takeout and delivery orders, ensuring accuracy in order processing and timely delivery to customers.
- Customer Service: Address customer concerns and complaints promptly and professionally, striving to resolve issues to the customer's satisfaction.
- Menu Promotion: Provide information about menu items, promotions, and special offers to customers, upselling additional items as appropriate.
- Cash Handling: Process payments accurately using cash registers or POS systems, handling cash, credit card transactions, and providing change to customers.
- Maintaining Cleanliness: Keep the reception area and lobby clean and organized at all times, including tidying up menus, wiping down surfaces, and ensuring a neat appearance.
- Team Collaboration: Collaborate with restaurant staff, including servers and managers, to ensure seamless communication and teamwork in providing excellent customer service.
- Floor Manager Responsibilities:
 - Staff Supervision: Supervise restaurant staff, including servers, hosts/hostesses, and bussers, to ensure smooth and efficient service during peak hours.

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- **Task Delegation:** Assign tasks and responsibilities to staff members, ensuring proper staffing levels and effective utilization of resources.
- **Service Quality:** Monitor dining areas to ensure high standards of cleanliness, ambiance, and service quality, addressing any issues promptly.
- **Customer Interaction:** Interact with customers to ensure their needs are met, handle complaints or special requests, and ensure overall customer satisfaction.
- **Training and Development:** Train new staff members on restaurant procedures, service standards, and customer interaction skills, providing ongoing coaching and support to improve performance.
- **Performance Management:** Conduct regular performance evaluations for staff members, providing feedback and guidance for improvement as needed.
- **Safety and Compliance:** Ensure compliance with health and safety regulations, food safety standards, and restaurant policies and procedures.
- **Inventory Management:** Monitor inventory levels of supplies, such as utensils, napkins, and cleaning supplies, and place orders as needed to maintain adequate stock levels.
- **Shift Management:** Manage restaurant shifts effectively, including opening and closing procedures, staff scheduling, and coordination of activities between front-of-house and back-of-house teams.
- **Receptionist Achievements:**
 - **Exceptional Customer Service:** Received consistent positive feedback from customers for providing outstanding service, contributing to high levels of customer satisfaction.
 - **Efficient Reservation Management:** Successfully managed reservations, resulting in increased table turnover and optimized seating arrangements during peak hours.
 - **Effective Communication:** Developed strong communication skills, both verbal and written, resulting in clear and accurate information provided to customers regarding menu items, reservations, and restaurant policies.
 - **Problem Resolution:** Demonstrated effective problem-solving skills by resolving customer complaints and concerns promptly and professionally, resulting in enhanced customer loyalty.
 - **Team Collaboration:** Worked collaboratively with restaurant staff to ensure seamless communication and teamwork, contributing to a positive work environment and improved service delivery.
- **Floor Manager Achievements:**
 - **Sales Growth:** Implemented sales strategies and promotions that led to increased revenue and higher sales performance compared to previous periods.
 - **Staff Training and Development:** Successfully trained and mentored staff members, resulting in improved service quality, efficiency, and morale within the team.
 - **Operational Efficiency:** Streamlined restaurant operations by implementing new procedures or systems, resulting in improved efficiency, reduced waste, and cost savings.
 - **Customer Satisfaction Improvement:** Implemented initiatives to enhance the dining experience for customers, resulting in higher satisfaction scores and positive feedback.
 - **Safety and Compliance:** Ensured compliance with health and safety regulations and restaurant policies, resulting in a safe and hygienic environment for both customers and staff.
 - **Recognition and Awards:** Received recognition from management or peers for outstanding performance, leadership, or contribution to the success of the restaurant.
 - **Inventory Management:** Implemented inventory management practices that resulted in better control of inventory levels, reduced waste, and improved cost management.

● Sale Manager

Imtiaz Mega Store Islamabad | Apr 2021 - Mar 2022

Imtiaz Mega Store Islamabad is a renowned retail establishment offering a wide range of products to meet the diverse needs of consumers in Islamabad, Pakistan. Here's a description of the employer: Company Overview Product Range Quality and Value Special Offers and Promotions Community Engagement Hygiene and Safety Measures Overall, Imtiaz Mega Store Islamabad stands out as a trusted retail destination that delivers convenience, quality, and value to customers, making it a preferred choice for shopping in Islamabad.

- As a Sales Manager at Imtiaz Mega Store Islamabad, your responsibilities would encompass various aspects of sales management and team

leadership.

- Sales Strategy Development
- Team Leadership and Management
- Sales Operations and Execution
- Customer Relationship Management
- Sales Forecasting and Reporting
- Continuous Improvement
- As a Sales Manager at Imtiaz Mega Store Islamabad, highlighting your achievements can showcase your effectiveness in driving sales growth, enhancing team performance, and contributing to the overall success of the store. Here are some potential achievements you could highlight
- Exceeded Sales Targets
- Sales Team Development
- Strategic Sales Initiatives
- Process Improvement
- Customer Satisfaction
- Market Expansion
- Team Collaboration
- Continuous Learning and Development

● Account executive

Green spire Pvt.Ltd | Dec 2019 - Feb 2021

Green Spire Pvt Ltd is a real estate agency that specializes in various aspects of the real estate industry, including property sales, leasing, and property management. They may offer services such as assisting clients in buying, selling, or renting residential, commercial, or industrial properties.

• As an account executive at Green Spire Pvt Ltd, your responsibilities would typically include:

- Client Relationship Management
- Business Development
- Sales and Negotiation
- Market Analysis
- Proposal and Presentation

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- Contract Management
- Account Management
- Collaboration

● Account

Al Taif Air Travel Islamabad | Jul 2017 - Dec 2017

Al Taif Air Travel Islamabad is a reputable travel agency that has been serving clients in the Islamabad area for several years. With a team of experienced travel professionals, they specialize in providing personalized travel solutions to meet the diverse needs of their customers. Air Ticketing Umrah and Hajj Packages Holiday Packages Visa Assistance Hotel Reservations Commitment to Excellence

• As an account assistant at Al Taif Air Travel Islamabad, your responsibilities may include:

- Financial Recordkeeping
- Accounts Payable and Receivable
- Bank Reconciliation
- Expense Management
- Financial Reporting
- Data Entry and Maintenance
- General Administrative Support
- Improved Financial Record Accuracy: Implemented enhanced record-keeping practices resulting in a significant reduction in errors and discrepancies in financial records.
- Streamlined Accounts Payable Process: Introduced streamlined procedures for processing vendor invoices and payments, resulting in faster turnaround times and improved vendor relations.
- Customer Service Excellence: Received commendations for providing exceptional customer service to clients regarding account inquiries and resolving issues promptly and satisfactorily.

Education & Training

- 2025 ● **University of Hertfordshire**
Master of International Business,
- 2019 ● **Preston University**
Bachelor`s degree Marketing finance,
- 2015 ● **Punjab college Rawalpindi**
ICS Computer science,
- 2013 ● **Aisha Lasani School system**
- Matric Computer science,