

Moinuddin Mia

Restaurant Manager

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Languages

Bengali

French

English

About

An empathetic and compassionate individual, with over ten years' experience working in roles to support vulnerable members of society, experiencing additional barriers. Proven ability to provide support tailored to the needs and requirements of the individual. A strong communicator who is well-versed in adapting style, tone and language to meet the needs of whom is being communicated with. Passionate about further developing a career in a role that supports the most vulnerable members of society.

BRANDS WORKED WITH

Asylum Seeker Resource Centre France

Boots, Liverpool Street

Pomme de Pain

Experience

● Customer Advisor

Boots, Liverpool Street | Oct 2021 - Jan 2023

- Resolving all customer queries and ensuring customers are satisfied with the company's service and products
- Responding to customer complaints, and resolving customer issues
- Offering advice on product range
- Creating a warm and welcoming environment in which customers feel safe, respected and valued
- Escalating problems to the technical team or other members of the product team, wherever necessary
- Supporting customers in the use of self-checkout tills
- Processing cash and card payments
- Setting up engaging product displays to maximise sales
- Ensuring store is clean, safe and free from hazard
- Managing customer information in accordance with GDPR



● Senior Restaurant Manager

Pomme de Pain | Jun 2010 - Aug 2020

- Creating and deploying successful strategies to boost restaurant performance, streamline food preparation processes and reduce waste
- Conducting health, safety and sanitation process evaluations to identify and remedy any violations immediately
- Creating fun team building activities to engage staff in up-selling to meet revenue targets
- Managing a staff team of up to 30 employees
- Training new staff members to ensure their customer service, food preparation and hygiene knowledge was up-to-date
- Allocating shifts to employees to ensure adequate staff cover at restaurant
- Opening and closing the restaurant, ensuring security of premises
- Stock management, including being responsible for placing and receiving orders
- Ensuring food items are stored in accordance with health and hygiene regulations
- Meeting and greeting guests, providing exemplary customer service

● Interpreter & Asylum Seeker Support

Asylum Seeker Resource Centre France | Jun 2016 - Aug 2020

- Facilitating communication between law enforcement personnel and individuals involved in crimes such as witnesses, persons of interest and suspects

Education & Training

2023 - 2023

● **Free2Learn**

SIA Licence Course,

2010 - 2012

● **The School of Hotel Management Paris**

Degree in Hotel Management & Maintenance,