



MD ASHADULLA

Restaurant Supervisor (3 years)

Aria Italian Restaurant Kuala Lumpur, Malaysia

Marriott International Hotels & Resorts, Malaysia

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PROFESSIONAL SUMMARY

Talented leader offering over 7 years of experience in preparing and serving diverse foods. Service-oriented with good multitasking, safety management and decision-making skills. Dedicated, hardworking restaurant management professional with extensive daily planning and operations experience. Skilled in providing team members with the leadership, support, guidance and motivation to succeed. Focused on ensuring compliance with policies, procedures, regulations and quality standards.

EXPERIENCE

7 years of total experience in F&B industries

June 2020 - Dec 2021
(1 year 7 months)

Restaurant Supervisor

Aria Italian Restaurant | Kuala Lumpur, Malaysia

Industry	Food & Beverage / Catering / Restaurant
Specialization	Food/Beverage/Restaurant Service
Role	Supervisor/Team Lead
Position Level	Supervisor / Coordinator

- ❖ Lead motivated teams of front- and back-of-house staff, achieving high-quality standards and service.
- ❖ Provide customers with friendly and prompt service with a smile.
- ❖ Come out mutually agreed on monthly target and to achieve it.
- ❖ Developing team members by helping them.
- ❖ Comply with company SOPs in outlet operation. Maintain outlet cleanliness.
- ❖ Assist to preparing month-end reports.
- ❖ To coordinating with the kitchen team.
- ❖ Explained menu options in detail so that customers could make educated decisions on food items.
- ❖ Organized special events and functions, including receptions, parties and corporate lunches.
- ❖ Purchased required quantities of necessary restaurant items,
- ❖ Quickly identified problem situations, skillfully resolving incidents to maintain satisfaction of involved parties.

Jan 2019 - April 2020
(1 year 5 months)

Food and Beverage Supervisor

The Majestic Hotel, Autograph Collection | Kuala Lumpur, Malaysia

Industry	Hotel / Hospitality
Specialization	Food/Beverage/Restaurant Service
Role	Supervisor/Team Lead
Position Level	Supervisor / Coordinator

- ❖ Effectively scheduled and distributed work assignments in alignment with operational and customer needs.
- ❖ Coordinate promotion of special menu items, motivate staff to increase the sale of new specials and promotion.
- ❖ Greeted and interacted positively with customers, promoting specials.
- ❖ Monitored staff performance.
- ❖ Coordinated team members with a focus on productivity, efficiency, and enhancing the customer experience.
- ❖ Established and maintained a positive work environment.
- ❖ Managed restaurant, bar and banqueting operations on shift basis.
- ❖ Moved and arranged tables, chairs, and place setting and organized seating for groups with special needs.
- ❖ Supervised, trained, and developed team members in accordance with company policies and procedures.
- ❖ Listen to understand and clarify guest concerns and issues.
- ❖ Trained new joiners in food regulatory compliance and company standards by delivering on- the-job and mandatory training.
- ❖ Oversaw food and beverage inventory, strategically ordering supplies and anticipating consumer demands to prevent out-of-stock items.

Jan 2017 - Jan 2018
(1 year 1 month)

Restaurant Captain

Hotel Stripes Kuala Lumpur, Autograph Collection | Kuala Lumpur, Malaysia

Industry	Hotel / Hospitality
Specialization	Food/Beverage/Restaurant Service
Role	Supervisor/Team Lead
Position Level	Supervisor / Coordinator

- ❖ Delivered quality service by providing warm and welcoming environment.
- ❖ Responsible to take care of food and beverage outlets.
- ❖ Covered large parties and events, anticipating planning and staffing needs.
- ❖ Organized seating for groups and guests with special needs.
- ❖ Monitor and ensure the standard of services to maximize customer satisfaction.
- ❖ Supervision of weekly schedules.
- ❖ Trained and supervised new wait staff to maintain first-class customer service standards.
- ❖ Ensure staff is properly trained.
- ❖ Liaised with bar and kitchen staff to maintain seamless customer service outputs and ensure timely delivery of food and beverages.
- ❖ Listen to understand and clarify guest concerns and issues. Assist month-end reports.
- ❖ Processed payments efficiently to reduce customer wait times.
- ❖ Tracked tables throughout meals to identify further sales opportunities.

Aug 2016 - Dec 2016
(5 months)

Restaurant Captain

The Majestic Hotel , Autograph Collection | Kuala Lumpur, Malaysia

Industry Hotel / Hospitality
Specialization Hotel Management/Tourism Services
Role Supervisor/Team Lead
Position Level Staff (non-management & non-supervisor)

- ❖ Responsible to take care of Fine Dining.
- ❖ Monitor and ensure the standard of services to the maximum customer satisfaction.
- ❖ Ensure smooth daily operation.
- ❖ Investigate and handle customer requests and complaints concerning food quality and services effectively.
- ❖ Personally in charge of VVIP customers and high profile person.
- ❖ Handled annual dinners, wedding dinners, meetings, seminars, and more.
- ❖ Supervision of weekly schedules.
- ❖ Schedule staff as necessary to ensure adequate and consistent levels of services.
- ❖ Attendance and participation in daily F&B briefing. Ensure staff are properly trained.

Apr 2016 - Aug 2016
(5 months)

Industrial Trainee

Cameron Highlands Resort - Tanah Rata | Pahang, Malaysia

Industry Hotel / Hospitality
Specialization Hotel Management/Tourism Services
Role Others
Position Level Fresh Grad / Less than 1 year experience

- ❖ Shadowed senior team members to learn all related jobs.
- ❖ Learned new materials, processes, and programs quickly to maximize performance.
- ❖ Attended training courses in the kitchen, Front office, housekeeping, and Food and beverage department to build an understanding of the hospitality industry.
- ❖ Obtained training certification to prepare for the position.

Mar 2014 - Mar 2016
(2 years 1 month)

F&B Assistant

The Majestic Hotel, Autograph Collection | Kuala Lumpur, Malaysia

Industry Hotel / Hospitality
Specialization Food/Beverage/Restaurant Service
Role Restaurant Waiter
Position Level Fresh Grad / Less than 1 year experience

- ❖ Restocked napkins, plates and silverware, as well as beverages and condiments.
- ❖ Warmly greeted guests upon arrival to create welcoming atmosphere.
- ❖ Assisted customers with menu selection, offering knowledge of current special dishes and personal recommendations to build rapport.
- ❖ Responsible for receiving, greeting, and seating the guest.
- ❖ Remove dirty plates and dishes from the guest table.
- ❖ Checked in with customers during meals to check orders were received correctly and met guests' expectations.
- ❖ Processed cash and card payments promptly, minimizing customer waiting times and enabling swift table turnarounds.
- ❖ Checked menus to verify current selection availability, updating accordingly to avoid customer disappointment.
- ❖ Thoroughly cleaned dining areas, waiting areas and bathrooms to maintain guest comfort and hygiene.
- ❖ Ensure smooth daily operation.

Education

2016

Innovative International College, Malaysia

Hospitality/Tourism/Hotel Management | Malaysia

Major Diploma in hotel management
CGPA 3.04 / 4.0

2009

Tejgaon College Dhaka, Bangladesh

Higher secondary certificate in Business Studies | Bangladesh

Major Accounting
CGPA 4.1 / 5.0

Skills

Advanced

- ❖ Good in interpersonal and communication skill,
- ❖ Workflow planning
- ❖ Restaurant Management
- ❖ Staff Supervision
- ❖ Customer complaint handling
- ❖ Decision Making Skills
- ❖ Training
- ❖ Customer Service
- ❖ OPERA System
- ❖ POS System
- ❖ Cash Handling

Intermediate

- ❖ F&B Management
- ❖ Quality Assurance
- ❖ Food hygiene regulations
- ❖ F&B inventory management

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
English (Primary)	7	6
Bengali	10	10
Bahasa Malaysia	5	5

Awards

- ❖ 5 star award nominee for 1st quarter of the year 2018
- ❖ Certificate of achievement internship of the year 2016
- ❖ Achieved food safety certificate
- ❖ Certificate of contribution MQA accreditation Audit of year 2015