

YASMIN KHALIF

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Hotel Customer Service Specialist

Over 8 Years of Experience

Results-driven Restaurant Manager with over 6 years of experience leading high-performing teams in fast-paced hospitality environments. Proven success in improving service quality, increasing revenue, and maintaining excellent guest satisfaction. Adept at staff training, cost control, and implementing operational efficiency strategies. Passionate about creating memorable dining experiences and driving sustainable business growth.

Skills

Restaurant Operations Management	Staff Training & Leadership
Customer Service Excellence	Inventory & Cost Control
Health, Safety & Hygiene Compliance	Budgeting & Financial Reporting

Professional Experience

Restaurant Manager - The Urban Grill, Nairobi

Jan 2021 – Present

- Supervised daily restaurant operations, managing a team of 25 staff across service, kitchen, and cleaning departments.
- Increased monthly revenue by 18% through improved menu design and customer loyalty programs.
- Implemented new POS systems and staff scheduling software to enhance efficiency.
- Maintained a 95% customer satisfaction score through consistent quality and personalized service.

Assistant Restaurant Manager – Tamarind Group, Mombasa

Jan 2021 – Present

- Supported the restaurant manager in daily operations, staff supervision, and guest relations.

- Assisted in planning and executing private events, weddings, and corporate dinners for up to 200 guests.
- Trained new hires on service standards, safety procedures, and team collaboration.
- Monitored inventory levels and reduced wastage by 12% through effective control measures.

Education

- Bachelor's Degree in Hospitality and Tourism Management — Kenyatta University
- Diploma in Marketing — Kenya Utalii College

Certifications & Workshops

- Certified Professional in Sales Management (CPSM)
- Hospitality Sales and Marketing Training – Kenya Utalii College

References

Available upon request.