

Masuk Ali

Personal Statement

I am a highly motivated and hardworking individual, with ambition to succeed in any given opportunity and always aim to deliver in the goals set. I thrive under pressure as I believe situations that have constraints bring out my flare in demonstrating my full potential. I enjoy learning from new experiences and anticipate in improving myself in all settings as continuous self-growth can only benefit. I set daily goals to stay motivated.



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EXPERIENCE

April 2011 - Current

Taxi Driver • City & County of Swansea Council • Swansea

- Responsibilities include navigating appropriate routes to take passengers home in a timely manner and ensure customers get home safely.
- To ensure maximised passenger satisfaction I maintained my vehicle in safe and clean operating condition by cleaning the seats and floor every night.
- Monitored profitable nightlife in Swansea, tourist and business locations to take advantage of business opportunities.
- Always make myself approachable by engaging in friendly conversation with passengers, to increase repeat bookings.
- I offer additional assistance to disabled passengers by offering the wheelchair ramp and extra safety belts and stow equipment in correct locations.
- I always aim to deliver a professional and courteous service by going the extra mile to assist passenger needs.

Feb 2005 - Dec 2010

Restaurant Floor Manager • Karma Indian Restaurant • Swansea

- I have participated in the recruitment and inducted employees, including conducting interviews and the selection process.
- Delivered pre-shift briefings before dinner service setting individual and team duties.
- Controlled stock of floor operations, including documenting par levels and ordering supplies such as food and drink.
- Managed a weekly rota for 12+ employees who worked part time and full time.
- Monitored, reviewed and addressed salary concerns with employees, approving all floor staff hours weekly.

- Trained waiting staff on restaurant policies and procedures, guest service protocols and communication skills to ensure diner satisfaction.

Jan 2000 - Dec 2005

Restaurant & Bar Manager • Miah's Indian Restaurant & Bar • Swansea

- Miah's achieved awards in the best Indian restaurant in Swansea in 2004 in the Asian curry awards in London. One of the key achievements during my time at Miah's
- Mentored and trained employees to maximise team performance.
- Planned and executed new strategies such as changes to menus to increase sales.
- Enhanced team bonding with staff by participating in team-building activities such as weekly football and monthly meal and drinks.
- Managed bookings to optimise team availability by utilising a weekly spreadsheet.
- Promoted safe working environment by implementing regulatory standards, policies and guidelines such as coloured signage for relevant areas like workstations.

May 1998 - Nov 2000

Bar Staff Member • Le Raj Indian Restaurant • Swansea

- I was responsible for creating and mixing drinks.
- Taking phone orders.
- Creatively presented drinks using various glass styles such as cocktail glasses and shot glasses.
- Worked well within cohesive team to create friendly atmosphere diners enjoyed.

(LinkedIn, 2023).

EDUCATION

University of Wales Trinity Saint Davids, Swansea
Bachelor of Arts, Developing Leadership & Management
Year of Graduation 2024

University of Wales Trinity Saint Davids, Swansea
CertHE Skills for the workplace – **Distinction 2022**

Tycoch College, Swansea
GNVQ advanced IT – **Merit 1998 - 2000**

Tycoch College, Swansea
Certificate in Food & Hygiene Standards - **Merit 1998 - 2000**

SKILLS

- Customer relationships (repeat customers)
- Road safety knowledge such as road layouts and restrictions
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- Team Player - I am familiar in working in a team. While working in busy restaurant environments I have delegated tasks to staff on daily duties. I have allocated roles to suit individual abilities. A busy restaurant environment needs employees to work harmoniously with clear instruction to run smoothly and I am regarded as an integral member of a team.
- Communication - I am capable in communicating with staff to explain how to deal with different situations that may occur in a shift. I have dealt with customer facing roles. I have dealt with suppliers and ensuring stock are up to date.
- Reliable driver - I regularly transport passengers to various airports in the UK as well as picking customers up on return to transport them home. This entails strict time management to ensure customers are at the gate in sufficient time.

(Career Education, 2023).

REFERENCES

Mr Rezual Haque – Director – Assurance accountancy

Mr Raju Miah – Director – Miah's Restaurant/Bar

Dr Shehla Khan – UWTSD Lecturer

REFERENCE LIST

Career Education (2023) *Resumes with Impact: Creating Strong Bullet Points*. Available at: [Resumes with Impact: Creating Strong Bullet Points | Columbia CCE](#). (Accessed 1st Feb 2023).

LinkedIn (2021) *7 Tips to Create a High Impact CV*. Available at: [7 Tips to Create a High Impact CV \(linkedin.com\)](#). (Accessed 31st Jan 2023).