

BLOSSOM ROSE

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Qatar

blossomroserose.321@gmail.com

With over 13 years of experience across diverse sectors including Food and beverage and aviation I am a skilled professional proficient in both front-end and back-end roles. My expertise spans sales, merchandising, customer service, product knowledge, and CRM, with a strong track record of driving business growth and delivering exceptional client service. I have a deep understanding of operations in aviation, banking, and retail telecom, excelling in maintaining high service standards, managing teams, and implementing quality management practices. My 14-year tenure in Aviation and Food & Beverage, including serving Qatar's royal family, showcases my dedication to excellence in customer experience and hospitality.

STRENGTHS AND EXPERTISE

P&L Management	Financial Reporting Data entry	Team Leadership
Business Development	Negotiation Skills	Communication
Sales Strategic Planning	Client Relationship Management	Operations Management
Customer service	Food safety Management	Training

PROFESSIONAL EXPERIENCE

Al baladi holding

Mar2024 - Present

Learning and development trainer/Quality control officer (Tea time)

- Assist in managing daily sales operations to ensure effective and efficient functioning
- Monitor and maintain quality standards in sales processes and customer interactions
- Ensure adherence to company policies and procedures
- Assist in recruiting, training, and supervising sales staff and customer service
- Develop and deliver training programs to enhance sales skills and product knowledge
- Monitor sales performance and control costs
- Schedule shifts, manage performance, and provide ongoing feedback and coaching
- Assist in financial planning related to sales targets
- Collaborate with the marketing team to align promotions with sales objectives
- Support the development and execution of marketing strategies and promotional activities to drive sales growth
- Implement initiatives to improve service quality and sales performance
- Ensure high levels of customer satisfaction by addressing complaints and feedback

NOURLAYA Restaurant Restaurant Manager

June 2021-March 2023

- Training Staff on Restaurant policies
- Maintain Records/Organizing Staff Roster/Staff Payroll
- Restaurant Budget Management - Purchase/Sales (Operational Costs and identification of Cost Control)
- Exceeding sales and profit goals by achieving twice more than the budget decided
- Initiated new business opportunities by working with other startups to drive Customer acquisition through marketing initiatives and corporate events
- Maintained and built records, reports, excel sheets and opportunities to increase sales optimization and performance within the team
- Conduct and analyses market and competitive research
- Organized well appreciated family gathering for connect Events which boosted the product value in the Doha region
- Engaged new customers and strengthened existing relationships through Account management
- Propelled scores in superior sales, profit and customer satisfaction results
- Excelled in building and motivating management and hourly teams

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The French Olive Restaurant **Assistant restaurant manager**

December 2019-March 2021

- Sales & Leadership Training with Feedback
- Management of Daily Restaurant Operations
- Daily Records of in-house staff (Behavior analysis, training of new staff, maintain a close knit with the old staff to address issues)
- Achieved month on month end targets for sales
- Increase customer walk-in volume at Restaurant
- Assisting auditing/stock-taking procedures
- Guided, Mentored, and trained new sales reps on sales strategy and process
- Supervised all areas of restaurant to keep clean and maintain
- Analyzed sales Data to identify trends and adjust purchasing decisions accordingly
- Worked closely with restaurant owners to develop & implement marketing initiatives

QATAR AIRWAYS (QATAR) **Cabin crew**

October 2014-March 2019

- Monitor and address the needs and requirements of cabin crew members, providing necessary support to ensure their well-being.
- Offer assistance to cabin crew in medical situations, coordinating with appropriate medical personnel as needed.
- Aid Senior Welfare Officers with official procedures, including handling documentation, delivering confidential documents, and managing information related to staff contracts.
- Identify and manage errors related to customer interactions, ensuring timely resolution and improvement of service quality.
- Locate and address customer complaints, categorizing them according to department and sector for effective resolution.
- Ensure all customer feedback is properly documented and communicated to the relevant departments to enhance overall customer experience.

INDIGO AIRLINES (INDIA) **Cabin crew**

November 2011-September 2014

- Serviced all Sectors (India/International).
 - Attending to the customer's needs (Common flight Related, First Aid, Emergency).
 - Cross-Selling of Merchandise Products.
 - Trained in First Aid/Flight Emergencies and Guests with Special Needs.
 - Conducting Safety/Security Checks.
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EDUCATION

Talent Forth (Skill development council Canada)

November 2024

HACCP Level 2 & level 3

Inspire Training Academy

July 2021-September 2021

Managing Food & Beverage Operations Course

(Associated by Ahlei American Hotel & Lodging Educational Institute) Doha, Qatar

Vikram University Ujjain

July 2008-March 2011

B. COM

S. sc/h.sc

July 2008-March 2011

Morning Star Higher Secondary School

Qatar airways

Wset award in wines

Languages (English, Hindi)

Driving License Available

Valid QR ID Noc Available