**Nader**

**Nader.149590@2freemail.com**

Seeking a challenging career opportunity as Operations Manager in Food and Beverage industry and demonstrate my long experience in hospitality sector over 10 years. Aiming to grow along with the development of the organization.

**Career Synopsis**

#### **Operation Manager**

**DINER STATION RESTAURANTS, KARAKI and CHI HALEB OUTLETS, BASTA 23 RESTAURANTS, ALBISANA RESTAURANTS, FRUITELLA, CAMILL’S ICE CREM BARS and GELARTO ROSA.**

**Palma Hospitality Group / Aura Hospitality and Food Services**

**January 2016 - May 2017 -Doha, Qatar**

* Responsible for developing all the outlets, improving the quality and introducing more product concepts based on company guidelines.
* Develop, implement and participate in the marketing sales activities according to predetermined set of objectives, strategies and action plans.
* Formulate and plan monthly targets and yearly budgets, marketing plans and objectives considering the market factors and ensure achievement of such targets in the most cost efficient manner.
* Ensure constant updating and development of products and services applied for market base with respect to international and local standards.
* Oversee all phases of outlet operations, assign responsibilities to outlet managers, and check their performance periodically.
* Develop strategic and operational plans, managing execution and measuring results.
* Conduct training and refresher classes for Front of the House staff in the correct procedures.
* Lead subordinates successfully into productive working methods by setting an example and provide a two way line of communication for Staff.
* Report on management regarding sales results and productivity.

#### **Development and Operations Manager**

**ACOUSTIC TEA LOUNGE**

**Joud Al Amal Trading Services Company**

**Riyadh, Saudi Arabia**

**December 2014 to December 2015**

* Set plans for Main Projects, Production Rates, Expenses and Resources.
* Manage the performance of new branches and sets the profit and what it takes to get revenue after make arrangement with all departments.
* Work on to increase the company's investment in the provision of foods through the innovation of modern methods and recommend new ideas that benefit the company.
* Set trainings and test for employees for continuous development.
* Create systematic procedures to set the rules for the work process.
* Develop sales and marketing plans based on the target market.
* Coordinate with the directors of departments to focus on the predetermined budgets.
* Review P&L and report accordingly to the Management.
* Set feasibility study of future projects.

**Operations Manager**

**Pastel Café, EIN Café, Aioli Lounge, a Cup of Cake**

**Al Khobar, Saudi Arabia July 2011 – December 2014**

* Select or create successful menu items based on many considerations, and assign prices based on cost analysis.
* Recruit, hire, and oversee training for staff.
* Schedule work hours for servers and kitchen staff.
* Monitor food preparation and methods.
* Monitors total receipts and balance against sales, deposit receipts, and lock facility at end of day.
* Maintain budget and employee records, prepare payroll and monitor bookkeeping records.
* Prepare annual procurement plan.
* Estimate food consumption, place orders with suppliers, and schedule delivery of fresh food and beverages.
* Contribute to the selection of suitable suppliers.
* Manages official supplier’s contracts.
* Keep records such as purchase of materials or services and costs, delivery and quality of products and warehouse stock.
* Communicate with suppliers for more information about products or services, such as the price and availability of products and program delivery.
* Check quality of deliveries of fresh food and baked goods.
* Ensure the receipt of materials or supplies conforms to the warehouse receipt with purchase orders, and informs the departments to handle any differences.
* Supervise returns and communicate with the suppliers to cover shortfalls or modify financial obligations.
* Resolve customer complaints.
* Ensure that health and safety standards are in place.
* Arrange for maintenance and repair of equipment and other services.

**HEAD OF FOOD AND BEVERAGE**

**Platinum Cruise Management Company Luxor-Aswan, Egypt July 2010 to March 2011**

* Direct and coordinate activities of food service facilities at amusement park, through subordinate managers.
* Review food and beverage lists submitted by each facility manager to ensure par level of stocks – adds or deletes items as per business needs.
* Inspect food service facilities to ensure that equipment meets company, state, and local health laws.
* Analyze information concerning facility operation, such as daily food sales, patron attendance and labor.
* Prepare budget and manage cost control of facility operations by following standard business procedures.
* Inspect and taste prepared foods to ensure quality standards and sanitation regulations.

**RESTAURANT MANAGER**

**TGI Friday’s Restaurant Americana Company**

**Cairo, Egypt April 2008 to April 2009**

* Manage all areas of operations for a specific department including marketing and human resources, while maintaining the Company’s standards of quality, service and operations.
* Manage operations during scheduled shifts that includes daily decision-making, staff support, guest interaction, scheduling, planning while upholding standards, product quality and cleanliness.
* Recruit Front of the House (FOH) staff.
* Train and develop FOH hourly employees through orientations, ongoing feedback, and establishment of performance expectations and by conducting performance reviews on a regular basis.
* Identify operational opportunities to build sales and control cost, develop and implement plans to address opportunities.
* Ensure proper security procedures are in place to protect employees, guests and Company assets, including security of offices, store room, freezers, beer walk-in and liquor room.
* Prepare end of shift reports such as Daily Labor Control, Daily Food Control and Daily Sales.
* Directly supervise 20 to 30 FOH employees, and 2 to 5 trainers per shift.

**ASSISTANT RESTAURANT MANAGER**

##### **FOUR SEASONS HOTEL CAIRO AT NILE PLAZA -Cairo, Egypt**

**January 2005 - March 2008**

* Supervise the main dining room of Zitouni Lebanese Restaurant serving buffet & a la carte, and person-in-charge of the Italian Restaurant.
* Worked as Assistant Restaurant Manager of the Seafood & Steaks Restaurants.
* Prepare all paper works related to daily operation of various restaurants in the hotel.
* Maintain the department training needs and upgrade the team performance.
* Accommodate and assist regular guests, especially the VIP guest.
* Handle guest complaints.
* Hold the responsibilities of the Restaurant Manager as directed and needed.

**SEMIRAMIS Intercontinental Hotel**

 **Cairo, Egypt 1999 - 2005**

**Supervisor- Harun El Rasheed Night Club**

* Supervise waiters, busboys, summer training employees.
* Organize schedules for all artists working in the club.
* Work as a salesman for alcoholic drinks.
* Assist Head Waiters and Club Managers in the operation.
* Prepare, assist and execute instructions during private parties such as weddings, cocktails, fashion show parties, embassy and government functions, and outside catering.
* Other project as assigned by F&B Manager

**Personal Skills**

Dedicated team player and leadership skills.

Highly flexible and capable of adapting to changing situations and different kinds of individuals.

Can work under pressure and critical circumstances.

**Language**

Arabic – Mother Tongue

English – Very Good

**Personal Details**

Nationality: Egyptian

Date of Birth: 23 July 1976

Gender: Male

Religion: Muslim

Marital Status: Married

**References**

Available Upon Request.