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|  | Salah |
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|  | Objectives  To further advance my career in a company that will offer me the creativity freedom to express myself and the depth to thrive in a pure team work oriented environment. Skills in achieving sales targets, building dynamic teams, identifying high-yielding services and products during the career span. Experienced in charting out strategies and contributing towards enhancing business volumes & growth and achieving revenue and profitability norms above expectations. An effective communicator with excellent interpersonal, customer relationship management and team management abilities.  skills   * Fluent in both English and Arabic. * overall responsibility for directing the daily operations of a restaurant, ensuring compliance with company standards in all areas of operation, including product preparation and delivery, customer relations, restaurant maintenance and repair, inventory management, team management, recruiting and retention of team members, financial accountability, and ensuring that the highest quality products and services are delivered to each customer.   **Restaurant Responsibilities**   * Maintaining fast, accurate service, positive guest relations, and ensuring products are consistent with company quality standards. * Ensuring Occupational Safety & Health Act, local health and safety codes, and company safety and security policy are met * Assisting Profit & Loss management by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate action * Assisting in recruiting, interviewing, and hiring team members * Conducting performance appraisals, taking disciplinary action, motivating and training or participating in these discussions. * Ensuring company standards on equipment, facility, and grounds are maintained by using a preventative maintenance program * Ensuring food quality and 100% customer satisfaction   experience   * ***General Operation Manager* Al-Arrab Restaurant, Dubai, UAE.**   Nov 2016 – Present - UAE / Dubai   * ***Restaurant Manager* Al-Arrab Restaurant , IBN Battuta Mall, Dubai, UAE.**   Aug 2006 – 2016 - UAE / Dubai   * Assists with the oversight of the restaurant operation in the facility. Assigns and delegate’s responsibility and authority for the operation of the restaurants as needed to include wait staff, bar tenders and stewards. * Aids in the preparation and monitoring of the annual budget, revenue goals and the expenses for the restaurants as well as generating various business volume forecasts and planning accordingly. * Responsible for interviewing, hiring, training, planning, assigning, and directing work, evaluating performance, appraising, rewarding, and disciplining associates; addressing complaints and resolving problems. * Implements policies and procedures for restaurant operations, including compliance of company standards relating to quality of products and services. * Manages department members that may include, but is not limited to: wait staff, bar tenders and stewards. * Performs performance reviews in line with set targets. * Reviews and analyzes various financial results/reports to monitor overall performance and take any corrective actions that may be needed and measure * Continually researches vendor possibilities, pricing, service, and evaluates vendor relationships to the benefit of the facility. * Assures that effective orientation and training are given to each new associate. Develops ongoing training programs. * Responsible for implementing and maintaining excellent service to achieve guest satisfaction. * Ensuring that follow-up to guest’s comments is conducted in a timely manner both externally and internally. * Ensures that a quality sanitation program is followed throughout the restaurant and Kitchen operation. * Ensures that all staff follows personal hygiene guidelines * ***AL DAR AL LOBNANI - Jumairah***   ***Restaurant Manager*** 2001-Jun 2006 - UAE / Dubai   * Oversee the dining area, supervise food and beverage service staff in accordance with operating policies that help establish. * Schedule periodic food and beverage service staff meetings to ensure correct interpretation of policies and obtain feedback from staff members. * Ensure product quality and great service. * Check quality of deliveries of fresh food and baked goods. * Quick check on FOOD QUALITY, Municipality Health cards and Hygiene cleanliness. * Assist in planning regular and special event Menu. * Create a positive team atmosphere among Team Members. * Maintain records of staff in a periodic manner and operating costs. * Provide feedback and coaching to the Team regularly. * Understand building capability through cross training * Treat all team members fairly, with respect. * Set high standards for appropriate team behavior on shift. * Maintain budget and employee records, prepare payroll, and pay bills, or monitor bookkeeping records. * Drive sales to maximize budgeted revenue. * Incentivize team members to maximize sales and revenue. * Set departmental targets and objectives, work schedules, budgets, and policies and procedures. * Capable of handling irritated customers with a friendly/calm attitude. * Seek, listen and handle guest complaints in the restaurant. * Show enthusiasm about guests within the restaurant. * Evaluate guest satisfaction levels with a focus on continuous improvement. * Flexibility in dealing with changes/problems (e.g., being short staffed). * Effectively forecast restaurant needs and be environmentally aware. * Effectively identify restaurant problems through reports and can ideate & execute to resolve. * ***Sales Manager |* NADEC –**   Jun 1998 - Jan 2001 / UAE – Sharjah |
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