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# WALID

# [WALID.355237@2freemail.com](mailto:WALID.355237@2freemail.com)

**Career Objective**

Looking for an opportunity to work as an operations Manager /director in an organization where my expertise and knowledge are valued and also put into practice for the benefit of the organization.

**Personal Snapshot**

An effective, results oriented business leader with a +25 years solid operations background in franchises and company owned restaurants, training and human resources, a dedicated professional skilled and knowledgeable in the restaurant business, expertise in Multi-Unit Operations, Catering Service, P&L Management, Training, Development, Strategic Planning, Recruiting, Teambuilding, Organization, Consulting and Time Management.

### **Skills**

Special Training

* Managing Cultural Diversity
* Total Quality Management
* Management by Objectives
* Targeted Selection Recruiting
* Creative Training Techniques
* Performance Development
* Time Management
* Succession Planning
* ServSafelevel 4
* GHP Manger
* OER Certified
* Business Planning for Results
* State of Maryland Certified Food Handler

**Professional Experience**

Operations Director

**Grab n’ Go &Kal’s Chicken**

Fast Food & Catering Division

Sharjah Golf and Shooting Club

Sharjah, UAE

Mar 2012 to present

**Achievements**

Accountable for all restaurant operations, marketing, training people, development, profitability and growth of 20 outlets (Grab N’ Go & KAL’S CHICKEN)

Successfully developed and implemented strategic planning for the market with annual sales of AED 20millions, increased sales as an average of 25% Increased Profit after Controllable by 21%

Recruited and trained over 20 managers. Reduced management turnover from 34% to 16%

Developed and implement the whole brand of KAL’S CHICKEN and open the first outlet in 2014, added 2more branches latter, also open 4 new branches of Grab N’ Go

Developed and implemented productivity based labor scheduling resulting in a 10% decrease in payroll

Developed and implemented a companywide restaurant based weekly PnL program resulting in approximately an 8% reduction in other expenses

Trained and developed 2 Assistant Operations Managers

**Job Description**

* Managed all aspects of Grab n’ Go &Kal’s Chicken restaurants with 20 locations with over AED 20 million in annual revenue.
* Developed and implemented operating standards, training programs and measurement systems that resulted in consistent unit level performance, growth and profitability.
* Designed marketing strategies both media and local that resulted in market share improvement and a track record of same-store-sales growth.
* Designed and formulated menu development strategies, offerings, product specifications, recipes, pricing and merchandising.
* Developed and executed management hiring criteria, recruiting standards and developed a competitive Salary Administrative Plan and benefits package.
* Led unit level forecasting, goal setting, standards compliance, revenue, profitability and daily operating performance.
* Designed and wrote all training materials, operating standards, manuals, and accounting forms and systems.
* Set product standards and specifications in order to maximize profitability while obtaining optimum quality.
* Develop effective sales target, labor percentage& food cost strategies and ensure appropriate policies and procedures are in place for each outlet.
* Analyze profitability by individual outlet to ensure maximum efficiency is achieved by selecting right sales target, right food cost plan & control labor percentage.
* Assist the store managers to meet the required agreed plan.
* Visit underperforming outlets to find out the reasons for underperformance & agree an action Plan for the outlet to correct performance as soon as possible
* Motivate and encourage employees.
* Participate in lead generation and business development.
* Ensure high customer and client satisfaction.
* Solicit customer feedback
* Ensure inventory is stocked and consistently replenished.
* Promote Company’s mission and values.

Operations Manager

POTOMAC FOODS GROUP

For Catering & Quick Service Restaurants

**Burger King, Golden Corral & Dairy Queen**

7611-N Rickenbacker Drive,

Gaithersburg, MD 20879,

United States

Feb2003 – May 2011

**Achievements**

Accountable for all restaurant operations, marketing, training people, development, profitability and growth for a 2 state regions comprised of 37 restaurants (Burger king, Golden Corral & Dairy Queen) with annual sales in excess of $39 million, reported directly to company president

Improved Profit after Controllable Flow-thru by an average of 15%

Successfully directed the efforts of 6 Area Managers, 80 managers and 500 employees

Recruited and trained over 35 restaurant managers

Developed companywide financial worksheets

**Job Description**

* Develop and agree on annual plan and associated budget for Sales & operations, Monitor performance against this, initiating corrective action where necessary to ensure operations are conducted within the agreed financial parameters.
* Develop effective sales target, labor percentage& food cost strategies and ensure appropriate policies and procedures are in place for each store of my district.
* Analyze profitability by individual stores to ensure maximum efficiency is achieved by selecting right sales target, right food cost plan & control labor percentage.
* Assist the store managers to meet the required agreed plan.
* Visit underperforming stores to find out the reason for underperformance & agree an action Plan for the store to correct performance as soon as possible
* Train & develop of all store managers & staff according to franchise regulations.
* Maintain franchise standards as delivered & trained according to franchise rules.
* Review inventory in all stores daily, weekly &monthly to ensure waste control plan.
* Ensure the Daily planner book is completed by all store managers & use this to review performance.
* Ensure safety at work and supervise work activities of the employees to ensure safe and proper procedures and techniques are being followed according to franchise rules.
* Ensure high standard of sanitations and hygiene.
* Submit all reports in time, duly completed and accurate
* Perform regular Spot- checking on the petty cash as well as the cash register whenever visiting the store locations.
* Ensure all equipment are well maintained
* Maintaining stock levels and ordering new supplies as required
* Managing the food and beverage provision for functions and events
* Planning menus in consultation with chefs
* Organizing, leading and motivating the catering team
* Monitoring the quality of the product and service provided

DivisionOperations Manager

Baxter Enterprises

**MCDONALDS**

2424 Northgate Dr.   
Salisbury, MD 21801,

United States

Apr 2000 – Jan 2003

**Job Description**

* Monitoring and improving restaurant profitability through efficient operations and restaurant visitations
* Managing and leading the restaurant management team that will work in maintaining a high level of guest satisfaction by facilitating safe, clean, high quality restaurant operations
* Driving sales at the restaurant level through local marketing tactics
* Building a team of high- performing Restaurant Managers and maximizing operations excellence at the restaurant level by working with Restaurant Managers to optimize restaurant sales by addressing customer feedback, food safety and operational audits
* Assisting with weekly projections and analysis of financial performance
* Developing plans for improvement to maximize results
* Working to ensure standards of hygiene are maintained and that the restaurant is complying with relevant health and safety regulations.
* Ensuring high standards of customer service are observed at all times. Handling customer complaints and queries
* Submit all reports in time, duly completed and accurate
* Perform regular Spot- checking on the petty cash as well as the cash register whenever visiting the store locations
* Managing the payroll and monitoring spending levels

DivisionOperations Manager

**Roy Rogers Restaurants**

4991 New Design Road

Frederick, MD 21703

United States

Aug 1995- Mar 2000

**Job Description**

* Planning and working to budgets, maximizing profits and achieving sales targets set by operations manager, controlling takings in the restaurant, etc.
* Recruiting new staff, training and developing existing staff, motivating and encouraging staff to achieve targets, coordinating staff scheduling.
* Working to ensure standards of hygiene are maintained and that the restaurant is complying with relevant health and safety regulations.
* Ensuring high standards of customer service are observed at all times. Handling customer complaints and queries.
* Preparing reports and other performance analysis documentation.
* All daily operations.
* All cash deposits
* Train all the crews and staffs according to the franchise regulations
* Managing the payroll and monitoring spending levels

**Personal Information**

Birthdate : 15 December 1969

Gender : Male

Nationality : United States of America

Visa Status : Resident

Residence location : United Arab Emirates

Marital Status : Married

Number of Dependents : 4

Driving License : UAE & USA

Language : Fluent in English & Arabic

**Education**

ALEXANDRIA UNIVERSITY OF COMMERCE

Alexandria, Egypt

Bachelor's Degree inAccounting & Business Administration

June 1998