

# Mo'tasem Omar Hadi



Nationality: Jordanian  
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Marital Status: Married

## CAREER OBJECTIVE:

Energetic, talented, with 15 years of high-quality experience in large restaurants, and multinational restaurants chain specialized in Fast Food and casual dining, interact at all levels with Senior Officials & Leaders Consistently noted by senior management, staff, co-workers for superior job performance, solid worker, excellent time management, Timely completion of all assignments meeting deadlines strongly self-motivated, enthusiastic.

## EXPERIENCES:

Applebee's Restaurant General Manager May 2015 (Saudi Arabia) – present.

- Managing all the restaurant operation.
- Doing In-House P&L statement and analyze it.
- Monitor Purchasing, Storage, and serving all food products to make sure specification standards.
- Maintain spotlessly clean safe restaurant all time.
- Ensure highest quality levels of product hospitality.
- Lead by passion, respect, integrity, and excellence.
- Organize direct training programs within the restaurant.
- Deliver superior service and maximize Customer satisfaction.
- Respond efficiently and accurately to customer complaints.
- Regularly review product quality to ensure satisfaction of customers.
- Organize and supervise shifts.
- Appraise staff performance and provide feedback to improve productivity.
- Ensure compliance with sanitation and safety regulations.
- Manage restaurant's good image and suggest ways to improve it.
- Control operational costs and identify measures to cut waste.
- Create detailed reports on weekly, monthly, and annual revenues and expenses.
- Train new and current employees on proper customer service practices.
- Implement policies and protocols that will maintain future restaurant operation.
- Making Format for P & L and having strong on controllable categories on it to minimize the expenses.
- Having good experience to recruit the right candidates for hiring new staff.
- Controlling different restaurants with different kinds of managers and staff.
- LSM, Business Strategy plan, Score card, KPI, Payroll.
- Conduct Monthly Audit and food safety audit by Monthly basis.
- Ensure that company standards on equipment, facility and grounds are maintained by using a preventative maintenance program.
- Ensure that local health and safety codes, and company safety and security policy are met.
- Effective Inventory Management.
- Responsible for all payroll and HR activities of the restaurant.
- Works with managers to provide monthly development objectives.
- Conduct Weekly Managers Meeting

<u>Company</u>	<u>Position Held</u>	<u>From</u>	<u>To</u>	<u>Experience</u>
(P.F Chang's) Jordan	Kitchen Manager	11/2011	8/2013	2 years

Kitchen Manager Responsibilities:

- Run a smooth and efficient shift in the Store to ensuring all standards, policies and procedures are adhered to.
- Supervise personnel to ensure customer satisfaction with courtesy.
- Supervise staff in food items preparation to ensure that quality and hygiene standards are always maintained.
- Receive and resolve customer complains to ensure customer satisfaction.
- On-top Supervision of providing good service to customers.
- Monitoring Stocks Daily.
- Handling Daily, Weekly and Monthly Inventory.
- Achieve the necessary staffing and scheduling of the store to accomplish restaurant goals and standards.
- Analyze cost controls and sales trends by monitoring month end reports and statements.
- Implement local promotions and marketing plans by monitoring sales projections and budgets versus actual sales.
- Awareness of competitive actions and growth.
- Maintains continuity with current media messages and restaurant marketing efforts.
- Works with managers to provide monthly development objectives.
- Maintain restaurant building and equipment in a condition that ensures customer service and customer image goals are met.
- Ensures that current standards, including acceptance of raw product are understood and communicated to all restaurant management.
- Evaluate the performance of employees and recommend appropriate action such as wage increase, promotions, and suspensions, terminate.
- Monitor Purchasing, Storage, and serving all food products to make sure specification standards.

<u>Company</u>	<u>Position Held</u>	<u>From</u>	<u>To</u>	<u>Experience</u>
Ruby Tuesday Jordan	Kitchen Manager	2009	2011	2 Years

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- Supervise staff in food items preparation to ensure that quality and hygiene standards are always maintained.
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- On-top Supervision of providing good service to customers.
- Monitoring Stocks Daily.
- Handling Daily, Weekly and Monthly Inventory.
- Achieve the necessary staffing and scheduling of the store to accomplish restaurant goals and standards.
- Analyze cost controls and sales trends by monitoring month end reports and statements.

- Implement local promotions and marketing plans by monitoring sales projections and budgets versus actual sales. Awareness of competitive actions and growth. Maintains continuity with current media messages and restaurant marketing efforts.
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Tony Roma's Jordan	Kitchen Supervisor	2008	2009	1 Year
TGI Fridays	Line Cook	2007	2008	1 Year
McDonalds Jordan	Crew Chef	2000	2006	6 Years

### QUALIFICATION

- Excellent team player, problem solving, interests in new technologies.
- Experience in establishing & maintaining effective communication through various administrative techniques.
- Building strong customer relations & solid client base, perform other related duties assigned.

### EDUCATION

1997-1999: Diploma in Hotel & Restaurant Managements  
Amman - Jordan

### TRAINING COURSES

- Food Safety Manager Course Effective Time Management.
- Supervisory Skills Training Program.
- Excellent Communication and Negotiation Skills and Customer Services.
- Applebee's University Training System

### SKILLS:

- Familiar with Microsoft Office.
- Mastering the use of multi-releases of windows: WINDOWS 10/2000/XP.
- MICROSOFT office (MS-WORD, EXCEL, POWERPOINT, ACCESS).
- PAR point of sale restaurant's Operation's system.
- Time Management