

SAMIH BOUDIAB

OPERATIONS MANAGER

A high performing professional with a vast experience in managing operations, having a proven history of working in the food service industry with more than 15 years in the field. Proficient at building and leading teams towards excellence and growth. Being an experienced Restaurant Manager for several years, helped expand possessed knowledge and enhance acquired expertise in executing and improving processes and polices, training and developing staff plus managing any type of crisis calmly and professionally. Recently achieved a successful operation and implementation of a restaurant manager system leading to increased productivity and maximized profits.

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Skills

- Communication
- Customer Service
- Organization Skills
- Mentoring and Coaching
- Time Management
- Team Leadership
- Crisis Management
- Flexibility
- Procedure Development
- Scheduling

Experience

● General Operations Manager Spring Café and Restaurant, Riyadh - Saudi Arabia | March 2022 - Present

- Founding Spring catering while running 3 locations simultaneously, in addition to, a central kitchen that supports all other branches
- Guaranteeing that the flow of work is in alignment with standard specifications plus performing regular quality control checks
- Defining detailed sales and service strategies then putting them into proper use
- Maximizing profits by attracting and retaining new customers, plus preparing statistical reports reflecting progress to be submitted to the owner

● Operations Manager Circle Cafe - Sushi Counter, Riyadh - Saudi Arabia | September 2016 - March 2022

- Establishing the catering service for both restaurants in 2018 after finishing a training in Dubai tackling effective catering methods
- Overseeing the flow of operations and performing logistics control, besides, carrying out regular quality control checks
- Developing new business strategies that aligns with company's objectives and setting budgets while ensuring profitability
- Ensuring that the businesses affiliate adheres to all country regulations and cultural guidelines
- Managing the recruitment process and ensuring that the right talent is matched with the right position to keep employees motivated and satisfied leading to a reduced employee turnover
- Examining financial data and employing them to increase profits, plus implementing brand strategies to grow brand awareness
- Generating progress reports and presenting them to the higher management to keep them updated

● Area Restaurant Manager Chocolate Bar & TAMMRA, Saudi Arabia | January 2014 - August 2016

- Handling the pre opening of the first branch at Al Nakheel Mall and second branch at Rafal Kempenski tower plus opening two branches for new concept TAMMRA
- Leading more than 192 employees and working closely with senior managers and branch managers to ensure a smooth flow of operations
- Setting sales targets then designing new methods, in addition to, developing existing ones in order to maximize sales and profitability
- Communicating expectations with the team, evaluating their performance and giving them proper feedback to keep them motivated
- Adhering with standards of customer service and preparing training sessions to develop the expertise of staff to maintain high quality service
- Directing operations of each store and driving sales whilst minimizing costs by negotiating with suppliers and preventing inventory loss
- Implementing adequate safety measures while complying with Quality Management System
- Monitoring stock control to ensure store shrink is within company guidelines so as to protect company property and assets
- Carrying out store visits on regular basis to ensure compliance with internal policies and procedures, customer service initiatives are in place, issues are being dealt with timely and professionally, and customers are satisfied and coming back
- Providing guidance to managers related to areas of effective operations, achieving successful implementation of P&L for the restaurants chain
- Establishing a systemic standard of documentation between restaurants and the HR, ensuring that personnel files are properly maintained
- Reviewing and approving job descriptions plus performance appraisal forms and following a cost effective recruitment process
- Acting as the mediator between employees and the management, responding to their inquiries and resolving any conflicts
- Renewing work permits and permanent residence, additionally, ensuring that insurance policies follow local laws

● Restaurant Manager AZADEA - KOSEBASI Turkish Cuisine, Riyadh - Saudi Arabia | February 2011 - February 2014

- Coordinating all operations performed at the restaurant, organizing and supervising shifts plus approving leaves
- Delivering superior guest service and responding efficiently to customers' complaints while maintaining their satisfaction
- Offering the best quality of products, receiving orders from suppliers and negotiating to get the best deals
- Apprising personnel's performance and providing feedback to keep them motivated and productive
- Estimating consumption and maintaining inventory, plus working on reducing wastes for a reduction in costs
- Monitoring compliance with sanitation and safety rules and regulations while nurturing a positive and healthy work environment
- Promoting and publicizing the brand to create brand awareness

● Restaurant Manager ABD EL WAHAB Lebanese Cuisine, Riyadh - Saudi Arabia | January 2009 - January 2011

Education

Bachelor's Degree in Hospitality Management

Lebanese International University

Languages

- Native Arabic
- Professional English

Certificates

Managerial Developing Program	AZADEA Group 2014
Level 4 "Food safety course and examination award"	BOECKER 2014
Level 3 "Food safety course and examination award"	BOECKER 2014
Level 2 "Food safety course and examination award"	BOECKER 2013
Level 1 "Food safety course and examination award"	BOECKER 2013
Food Safety and Hygiene	AWTAR Restaurant, Qatar 2007
Food Safety, Hygiene and Professional Service	Movempic Hotel, Beirut Lebanon 2005