




# HAROON ALBALKIE

## PROFESSIONAL SUMMARY

A dynamic, results-oriented Food and Beverage Manager and offering focused leadership to drive sales and profitability in highly competitive markets. Noted for outstanding communications skills, both with guests and staff; ability to resolve problems quickly and equitably to ensure satisfied customers and happy employees. Consistently achieve performance goals through enthusiasm, tenacity and initiative. Manager with the ability to motivate staff members and turn under-producing teams into record-breaking units. Well organized with a track record that demonstrates self-motivation, perseverance and the creativity to achieve both personal and corporate goals.

## CONTACT

 Riyadh, Saudi Arabia

 0507547783

 haronalbalkie@gmail.com

## SKILLS

- Computer Skills :
- Operating Systems: XP, vista, Win 7 /8/10
- MS - Office: Word - Excel
- Resource planning and allocation
- Inventory control
- Business process re-engineering
- Policies and procedures implementation
- Profit and loss analysis
- Solutions development
- Multidisciplinary collaboration

## ADDITIONAL INFORMATION

- Completely Responsible for the store operations. Responsible to follow up of the customer feedback. Developing new Ideas & Promotions, for enhancing the overall sales. To maintain / Improve Excellent Customer Relations. Achieving set Targets Ahead of Time. Supervision, leading & motivation of the staff for improved overall performance. Directly Reporting to the Senior Management. Handling supplies, follow-up deliveries to avoid shortfalls. Monitoring the Profit and Loss every month. Staffs' training &

## WORK HISTORY

**Operations Manager** 12/2019 - Current  
**Gulf Food Oasis** - Saudi Arabia, Riyadh Region

- Monitored and reviewed operational performance, aiding improved business strategy to maximize productivity.
- Developed, recommended and implemented strategies to improve employee work quality and speed.
- Examined problem-solving strategies, highlighting development opportunities to improve organizational operations.
- Reduced operations costs and head-counts to significantly increase department profitability.
- Served as key corporate representative, liaising with various stakeholders in support of operational excellence.
- Reduced costs and improved operations by analyzing processes and customer feedback.
- Implemented inventory control measures on office equipment to reduce expenditures.
- Aided senior leadership by recommending corrective actions and improvements to company operations.
- Analyzed financial data to track and achieve budget targets.
- Strategically scheduled and managed 09 Restaurant Managers+ 60+ staff members, maintaining high-performing business operations.
- Supported company growth by working constructively with sales team members, generating new business opportunities.

**Multi Unit Manager** 06/2017 - 11/2019  
**Eastern Co. ( Operation Falafel)** - Dammam, Al Khobar, Saudi Arabia

- Successfully opened three branches in Saudi Arabia.
- Fueled continuous improvement through critical change and people management.
- Spearheaded lean concepts to drive improvements to product flow and overall flexibility.
- Facilitated weekly Quality Assurance (QA) meetings to highlight and address product standardization issues.
- Maintained high professional standards by monitoring staff performance and conducting annual appraisals.

scheduling. Sourcing of Equipment's.  
Handling Monthly Inventory.  
Completely involved in Menu  
Designing.

---

## LANGUAGES

Arabic: Native language

English:  C1

Advanced

- Worked actively with management team to create daily and weekly sales plans based on weekly sales trends.
- Supervised 100 staff members to ensure first-class workmanship and successful customer satisfaction.
- Updated policies to reflect changing conditions and maintain optimal safety standards for all employees.
- Kept employee workloads fair and balanced to achieve objectives while maintaining high job satisfaction.

### Restaurant Manager

05/2010 - 06/2017

**Arabian Entertainment Co. Ltd (Apple Bees)** - Jeddah, Dammam, Jubail, Saudia Arabia

- Strategically reviewed and planned restaurant staffing levels based on evolving service demands.
- Analyzed operations to improve restaurant efficiency and service levels.
- Encouraged feedback from restaurant customers, using insights to implement positive process changes.
- Achieved financial goals through rigorous restaurant budgeting and forecasting.
- Purchased required quantities of necessary restaurant items, including food, beverages, equipment and supplies.
- Delivered in-depth training to customer-facing staff, promoting strong service performance.
- Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Maintained safe working and guest environments, reducing injury and incident risks.
- Protected brand image by ensuring interior restaurant presentation was exceptionally maintained.

---

## EDUCATION

**Bachelor of Science:** Agriculture Machinery, 05/2005

**Damascus University** - Syria