Mahmoud Hamed Mahmoud Mostafa

### Country operation Manager at Fried chicken in Iraq

I dedicated, result oriented, able to identify strength and weakness of a new idea/concept to optimize better quality and performance.

- Email: Mahmoudhamed21m@gmail.com - Nationality: Egyptian

- Education: Bachelor’s degree college of social work - Current location: Iraq

- Phono: Iraq: +9647733040244 - Driving license: Valid Driving License

- Phono: Egypt: +0201091660823 - Marital Status: Married

- -

- Marital Status: Married

Bahrain , Amwaj

**.**

# EDUCATION

## Bachelor’s degree college of social work.

### Cairo University

*1991: 1995*

# SKILLS

Accountability

Time Management

R&R Skills

Ability to learn.

Problem Solving

Leadership Skills

Planning and organizing

# WORK EXPERIENCE

## Operation Manager at Fried chicken - Iraq

*09/2019: till now*

## Area Manager at TBS - Egypt

*05/2013: 08/2019*

## Restaurant Manager at KFC - Egypt

*05/1999: 5/2013*

## Assistant Manager at KFC - Egypt

*04/1996: 5/1999*

# Work Experience

* Operation and training manager at fried chicken brand
* Achievement six sigma course
* Achievement mini-MBA course (Marketing – Leadership – Business finance – Communication – strategic plan).
* Discuss the annual financial for the restaurant with
* financial work to achieve monthly targets.
* Achieve the goal with customer service throughout result 100% with my shopper.
* Achieve the goals for the QSC operating system.
* Increase the proportion of profits through monthly P.L reports.

# Objectives

To obtain a senior position in food service management and hospitality industry where I can create more efficient working environment along with achieving high profit with high customer satisfaction standard achievement.

**My Ideal Company**

Where the work environment is team building, friendly and at the same time the job should be challenging, motivating and which promotes initiative taking attitude and providing opportunities for personal development.

**LANGUAGES**

English   

Arabic   

# ADDITIONAL SKILLS

Home Delivery

Hiring

Marketing Awareness

Training

Ordering LTO

**Current Responsibilities**

# 09/2019: till now

# Operations manager

# Planning

# •Defines the brand Operations Strategy, aligning organization & executing.

# •Communicate company strategies & objectives clearly and effectively to the management team along with the actions to accomplish the brand’s objectives (long term / short term)

# •Plan for the required resources:

# •Coordinate with purchasing and stores departments, to ensure that all restaurants’ needs are fulfilled

# •Periodically check the stock level.

# Sales

# •Develops a vision, effectively communicate it to my team and gains their commitment.

# •Sets and communicates customer service goals.

# •Review restaurant business plans and ensure effective plans exist to maximize opportunities.

# •Develops and ensure the execution of incentive programs to drive sales, increase profits and improve customer service in the areas.

# Represents Brand in business community.

# •Maximize Sales Opportunities through (Planning for new openings, additional services maintain suggestive Selling techniques, Maintain excellence for all Restaurants in the brand.

# •Develops LSM plans to drive sales in lower performing/ problem stores in area / region.

# •Coaches and ensures that each restaurant has proper in store retailing.

# •Follow up & update any information about the competitors’ position in the market in coordination with marketing department which may affect the business plans.

# •Understand channel wise sales and trade area.

# •Aware of Customer service standards / practices of others and identifies opportunities to improve.

# •Continually looks for ways to improve sales and customer service.

# •Communicates expectations on marketing programs and verifies if executing to plan.

# Team Excellence

# •Sets the performance standards for the Area Managers and all brand Restaurant Managers.

# •Ensures that the Area Managers and all brand Restaurants Managers are trained, qualified & certified.

# •Monitor the performance of all brand Management & provide coaching & feedback.

# •Recruits, managers and develops the Area Managers & Restaurant Managers.

# •Build effective teamwork & develop second line for Management Level in coordination with Human Resources and Training Departments

# Financial Excellence

# •Sets clear goals, objectives and develops plans to improve brand profits.

# •Reviews results on weekly basis and develop trends to identify areas to focus on to improve performance.

# •Analyze the operations to ensure potential cost is not deviated

# •Coach restaurant management teams on controls and prioritizing actions.

# •Recognizes opportunities and develops actions plans to achieve them

# •Categorizes restaurants based on performance and works with restaurant management teams

# to improve performance of lower performing restaurants

# •Conducts audits to check if controls are in place and procedures followed.

# •Ensure optimum profitability

# Restaurant Excellence

# •Sets the restaurant Operations standards & KPI's

# •Sets customer service standards for the all the brand Restaurants and drives customer-focused culture by serving as a role model in resolving serious customer issues and training the Area Managers & Restaurant Managers to meet or exceed customer service standards

# •Leads & drives Customer service mindset is embedded in each Restaurant and, investigate and Reviews any customer complaints and find ways to improve customer service in the restaurants

# •Manages and analyzes root cause of customer complaints and leads management team to implement systematic solutions.

# •Conducts structured Restaurants visits every week and provides coaching to Restaurants teams.

# •Conducts an Operation assessment every quarter for each Restaurant and follows up on actions that needed attention