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Objective

Seeking a challenging position in a reputable chain where my skills and experience can be further enhanced to fulfill my Ambition .

Summary of Skills

- Excellent Communication Skills
- Strong Leadership
- Planning
- problem solving
- Training & human resources management.
- Excellent Computer skills

Education

1985 – 1987

Manial El Roda commercial Institute in Cairo

June,1993

Hotel & Restaurants Management From College of English education and management Training.

Jan, 1995

Training Program (Traits of an Effective Trainer)

Apr, 1996

Top Gun Training (Brinker International)

Nov, 1998

Mushroom Training (DUBAI)

Jan,2002

Management Training Program (Chili's)

Nov, 2006

Management Training Program (Romacorp) (Tony Roma's)

Jan,2008

The Food Safety and Sanitation Program (F&E)
(K.S.A)
Jan ,2011
Management Training Program (CRO) (EL-Chico)

**Work
Experience**

General Restaurant Manager
20/10/2019 Till 6/3/2024
Alshaya International Co.
Texas Roadhouse



Handling more than 60 Employees & Managers

- Controls day-to-day operations by scheduling, ordering, and developing the restaurant team members.
- Controls profit & loss, by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions.
- Recruits, interviews, and hires team members, conducts performance appraisals, takes disciplinary action, motivates and trains.
- Has authority to hire and terminate (or participate in those decisions) with approval/partnership from Human Resources.
- Ensures that the Occupational Safety and Health Act, local health and safety codes, as well as the company safety and security policies are being adhered to.
- Ensures that the restaurant is in compliance with the preventative maintenance program with regards to facility, equipment, and grounds maintenance.
- Ensures a safe working and customer experience environment by facilitating safe work behaviors of the team.
- Maintains fast, accurate service, positive guest relations, and ensures products are consistent with company quality

standards.

- Ensures food quality and 100% customer satisfaction.
- Ensures complete and timely execution of corporate & local marketing programs.

Operation Manager
Restaurant & Catering Co.
26/03/2018 Till 1/9/2019



Supervise all restaurant activities and ensure compliance to all company standards to increase all sales of labor costs and prepare various reports accurately and within timeframe.

Maintain optimal level of sanitary procedures for all food handling and maintain neat and clean kitchen area and ensure optimal quality of all food preparation and ensure compliance to all standards.

Administer performance of all service staff and schedule and evaluate all restaurant operations and provide training to all employees and maintain all work according to required policies and procedures and maintain knowledge of all food and beverage trends.

Prepare estimates of all food and beverage costs and coordinate with corporate staff and assist to purchase all required supplies and place required orders for all distributors and ensure response to all complaints.

Ensure compliance to all security procedures and design strategies to protect all employees and customers and design strategies to reduce injuries to staff and prepare various accident reports.

Manage all shifts for restaurant operations and schedule all process and maintain cleanliness at all times and assist to resolve all complaints and

maintain food quality at all times and perform regular interviews with all employees.

Perform orientation and provide training to all new employees on restaurant processes and determine appropriate feedback from employees and maintain all restaurant plans.

Operations Manager
Gadwa Ashwa Co.
1/1/2017 Till 31/12/2017

- Hires, schedules, supervises, trains and coordinates All the work
- Ensures controls are in place to inventory controls
- Manages finances such as budget, payroll and purchasing
- Develops initiatives to build sales, profitability and guest counts
- Manages F&B budgets and costs
- Develops operational procedures for unit
- Maintains and implements standards of quality in all food and beverage service operations
- Carries out supervisory responsibility following policies and procedures
- Adheres to all Health regulations
- Ensures that the restaurant operates efficiently and effectively within the operational guidelines
- Ensures all safety and security systems and procedures are followed to ensure health and safety of employees and guests
- Ensures established standards of food safety and sanitation are maintained
- Oversees correct receipt, storage and handling of food and beverage products to ensure quality and freshness at all times
- Performs other duties as assigned

Asst.Purchasing Manager
Safari Group

1/5/2013 – 31/12/2016

- Getting goods and services for the best price and value
- Cutting any waste and unnecessary costs to create a streamlined process and fast production times
- Working with suppliers to ensure that key processes are running efficiently and cost-effectively
- Building strong working relationships both internally and with key suppliers
- Contract management and negotiation
- Understanding and keeping up with new trends and regulations in the business
- Dealing with international suppliers
- Understanding technology and managing online systems such as e-auctions and e-tendering

EL Chico K.S.A

27/1/2011 – 30/4/2013

- Sharing and putting all sales targets according to company structure
- Strong ability to build and systematic all new brands requirements in the new countries
- Leading a team of 84 persons , including Managers,Supervisors ,Trainers ,B.O.H and F.O.H
- Holding a certified Training Store
- Responsible about company's new managers training and evaluations
- Responsible about Guest Relation,suggestions and complaints
- Responsible about communication between home office and restaurant
- Responsible about Store Budget ,Staffing, maintenance and P&L statement .
- Responsible about in-store training

Tony Roma's K.S.A

12/9/2006 - 31/12/2010

Job Title: General Restaurant Manager &
Area Manager

TONY ROMA'S
RIBS • SEAFOOD • STEAKS

- Responsible about 3 stores in the eastern Region
- Leading a team of 84 persons , including Managers,Supervisors ,Trainers ,B.O.H and F.O.H
- Holding a certified Training Store
- Responsible about company's new managers training and evaluations
- Responsible about Guest Relation,suggestions and complaints
- Responsible about communication between home office and restaurant
- Responsible about Store Budget ,Staffing, maintenance and P&L statement .
- Responsible about in-store training

Albader Enterprise – K.S.A 1/3/2006 – 12/9/2006



This company owned different concepts inside the kingdom around 26 stores

Job Title: Kitchens manager

Job Description:

- Ensure that all food and products are consistently prepared and served according to the restaurant's recipe ,portioning ,cooking and serving standard
- Make employment and termination decision including interviewing, hiring, evaluating and disciplining kitchen personal as appropriate.
- Provide orientation of company and department rules , policies and procedures and oversee training of new kitchen employees
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner.
- Work with restaurant managers to plan and price menu items .Establish portion sizes and prepare standard recipe cards for all new menu items.
- Control food cost and usage by following proper requisition of products from storage

area, product storage procedures, standard recipes and waste control procedures.
Responsible for training kitchen personnel in cleanliness, sanitation & safety

2 in 1 Company
31/12/2005



1/7/2004 -

(This company owned 22 stores in Saudi Arabia)
Job Title: Kitchens Manager & Quality Assurance Auditor

Job Description:

- My responsibility includes supervising all Kitchen activities like: inventories, daily, weekly, staff scheduling, training materialsEtc,
- Maintaining high standard of quality products , reliability, safety
- Assisting executive chef in implementing all new menu items , training kitchen staff testing and adjusting food items
- I'm also give some tasks for other concepts inside the company

CHILI'S RESTAURANTS

05/2001- 06/2004

Egypt

Position: Kitchen Manager – Duty Manager



Job Description:

- Responsible about labor planning & development all staff inside the kitchen also taking care of training reporting to GM & training manager.
- Food cost the main issues for me suppose to achieve the normal percentage every month according to company policies reporting to GM.
- Opening for new stores I'm Responsible about the Training for the New Manager.

METRO MARKETS

12/2000-04-2001

Position: Fresh food Manager

Job Description:

Responsible about all departments inside the section (vegetables & Fruits – Meats – Sea food – Dairy Bakery – Hot section)

Reporting to GM & discuss with him all sales targets & depreciation also working inside the customers environment and take care of (guest complain – special requests create a good guest experience).

Chili's Restaurants -
7/1994 – 11/2000



Position : Kitchen Manager – corporate trainer

Naniwa Restaurants : 12/1993 – 6/1994

Position: supervisor

Job Description:

F&B control – staff Evaluations

Rayan Restaurants: 1990 – 1992

Position: Cook

Note:

- I opened 7 stores for chili's Restaurants as follows :

1-Chili's too Bustan – Cairo- Jan /1995

2-Chili's Mohandeseen –Cairo - Jun /1996

3-Chili's Maadi – Cairo –April/1999

4-Chili's Jumairah Beach – Dubai – UAE – Jun /1999

5-Chili's Alexandria – August/1999

6-Chili's Jedda – K.S.A- Nov/1999

7-Chili's Nile City – Cairo – July/2001

Interests

- Reading
- Football

References

A list of references is available on request.