



**Faisal Sayyad. F . Qadri**

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**Bldg. 37, Room 2, Salahuddin, Deira, Dubai UAE**

#### **SUMMARY PROFILE:**

***Service-focused and cost-conscious with strong expertise in front- and back-of-house operations to establish a welcoming, energetic dining atmosphere***

**Solid history of success building high-energy service and culinary teams to ensure optimum guest experience. Excel at increasing check averages through strategic up-selling of food. Adept in all facets of operations to include food quality and presentation, safety and sanitation compliance, budget administration, and inventory management. Cultivate rapport with vendors, corporate management, and community organizations to improve brand image and maximize revenues. Outstanding interpersonal talents; fluent in English.**

# **Operations Manager**

**TEN 11 coffee & baker shop , Dubai, UAE**

**2019 2023**

- **Hire, train, supervise, and schedule kitchen and service staff**
- **.Manage purchasing and inventory control to ensure sufficient levels of high-quality product while eliminating waste. Coordinate with Executive Chef to plan special menu items.**
- **Monitor compliance with safety, sanitation, and food preparation standards.**
- **Develop and revise kitchen procedures to optimize workflow. Compile, analyze, and interpret financial data to develop accurate projections and ensure profitability.**

**Core competencies include:**

- **Outstanding Guest Experience**
  - **Construction outlet**
  - **Innovative Menu Planning**
  - **Cost Reduction / Waste Management**
  - **Vendor Management & Negotiation**
  - **Motivational Team Leadership**
  - **Integrated Inventory Control**
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- **Manage staff levels, wages, hours, contract labor to revenues**
  - **Responsible for all supervisors & Staff**
  - **Manage relationships with key operations vendors**
  - **Serve as primary point of contact when there are customer issues related to equipment quality, customer service, or accident**
  - **Communicate customer issues with operations team and resolving problems and complaints**

- **Communicate all operating policies and/or issues at department meetings**

#### **Restaurant Manager skills**

- **Leadership**
- **Conflict Management**
- **Business Negotiation**
- **Organization**
- **Decision-Making**
- **People Management**
- **Dependable**
- **Reporting Skills**
- **Deadline-Oriented**
- **Budget Development**
- **Critical Thinking and Problem Solving Skills**
- **Planning and Organizing**
- **Communication Skills**
- **Persuasiveness**
- **Influencing and Leading**
- **Delegation**
- **Team Work**
- **Negotiation**
- **Adaptability**
- **Stress Tolerance**

## **Restaurant Manager**

**PAAVO'S PIZZA, TCOM BRANCH, Dubai, UAE**  
**2017 – 2019**

### **DUTIES & RESPONSIBILITIES:**

- **Train staff and Supervise**
- **Ensure all food safety procedures strictly adhered according to sanitary regulations.**
- **Respond efficiently and accurately to customers complaints.**
- **Organized and supervise shifts.**
- **Appraise staff performance and provide feedback to improve productivity.**
- **promoting and marketing the business**
- **overseeing stock levels**
- **ordering supplies**
- **setting targets**
- **handling administration and paperwork**
- **liaising with customers, employees, suppliers, licensing authorities and sales representatives**
- **making improvements to the running of the business and developing the restaurant**

## **Restaurant Manager**

**CHAPATI STREET**

**2015-2017**

- **Train staff and Supervise**
- **Ensure all food safety procedures strictly adhered according to sanitary regulations.**
- **Respond efficiently and accurately to customers complaints.**
- **Organized and supervise shifts.**
- **Appraise staff performance and provide feedback to improve productivity.**
- **promoting and marketing the business**
- **overseeing stock levels**
- **ordering supplies**
- **setting targets**
- **handling administration and paperwork**

## **Restaurant Manager**

**Broccoli pizza and pasta,**

**United Arab Emirates**

**2013-2015**

### **DUTIES & RESPONSIBILITIES:**

- **Hire, train, supervise, and schedule kitchen and service staff**
- **.Manage purchasing and inventory control to ensure sufficient levels of high-quality product while eliminating waste. Coordinate with Executive Chef to plan special menu items.**
- **Monitor compliance with safety, sanitation, and food preparation standards.**
- **Develop and revise kitchen procedures to optimize workflow. Compile, analyze, and interpret financial data to develop accurate projections and ensure profitability**

### **Key Accomplishments:**

- **Spearheaded rebranding of restaurant image to effect reversal of 5 year down turn; devised new restaurant theme, triggering 55% increase in sales and excellent reviews.**
- **Initiated aggressive customer service training program that resulted in secret shop scores of 90% or higher.**
- **Collaborated with culinary team to create attractive and appetizing signature presentations as central component of menu and theme, substantially increasing repeat business.**
- **Forged exceptional relationships with local vendors, securing timely delivery of top-quality inventory while reducing food costs by 5%.**
- **liaising with customers, employees, suppliers, licensing authorities and sales representatives**

**Education & Credentials:**

**Bachelor of business studies**

**St. Andrews collage , Mumbai 2013**

**Hotel Management**

**BUSINESS MANAGEMENT**

**Yashwant Rao Chawan Mumbai**

**2008-2009**

**All India institute of local Self-Govt Mumbai**

**Health inspector Mumbai 2008**

**PERSONAL DETAILS:**

**Nationality: Indian**

**Date of Birth 24/10/1988**

**Gender: MALE**

**Marital Status: Married**

**Passport No: M4762911**

**Expiry Date: 18/01/2025**

**Place of Birth: kingdom of Saudi Arabia**

**Language Known: English, Arabic, Hindi ,Urdu, Marathi, Punjabi**

**I hereby declare that above furnished information are true to the best of my knowledge and belief. References will be provided upon request. I hope that the above-mentioned particulars will meet your requirements and if given a chance to prove my self,I assure you that I will do my best to fulfill company's objectives.**

**Thanking you!**

**Respectfully Yours,**

**Faisal Sayyad F. Qadri**