

Hazem Alam

Restaurant Manager



Personal Info

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Career Objective

Seeking a long-term commitment with A professional Multi-National/Regional company, that would provide a challenging environment and career advancement opportunities for my work experience & Academic background where I can continue to both develop my current skills base and expand the existing

Skills

Ability to work under pressure, ready to work extra hours when necessary
Reliability and trustworthiness, Honest and moral character
Proactive and effective communication skills, identifying and determining customer needs.
Teamwork abilities, Good presence, self-confident
Ability to handle tasks efficiently and in a punctual manner,
Managing customer complain
Follow up on service and quality of service
Purchasing and receiving orders
Preparing weekly inventory
Control on P&L Line items e.g food, cost ,labor ,etc
Maximizing productivity of the employee
Preparing the daily sales summary report.

Experience :

Sugar Cup Coffee

(Oct 2021 Till Now)
Coffee House Manager

Shoroug Al Noor for contracting

Catering supervisor
(June 2019 till Oct 2021)
Communicate all day works to upper management

La Pomme Café & restaurant

(International Restaurant)
Restaurant Manager
(March 2017 to December 2018)

- Maximize customer satisfaction by ensuring that staff have the appropriate training and resources to make customer friendly decisions at the counter
- Building up sales and exceeds store budgets, through assistance in and supervision of effective and highest possible levels of customer service.
- Carried back-office admin work, ensuring that proper processing of documents related stocks movement, sales and discrepancy reports and other stock loss/security procedure were performed.

- Preparing Monthly Payroll, follow up on P & L report with Accounting department and explain it to the head management
- Prepare and working on proper Development Plans for employees and make sure they are on the right track of developments
- Make sure all customers are satisfied by providing high quality of service and high quality of products
- Managing safety, security & audit compliance within the company policies and procedures
- Interviewing and hiring staff
- Seeking new locations to expand company
- Support marketing programs & activities
- Train all employees on HACCP program and explain it to them on each department

Casereccio Restaurant (Italian Restaurant)

Restaurant Manager

Amwaj island lagoon – Bahrain

(from 20th January 2015 to 15th January 2017)

- Maximize customer's satisfaction by ensuring that all employees have the appropriate training and resources to deliver high quality service
- Building up sales and exceeds store budgets, through assistance in and supervision of effective and highest possible levels of customer service, and make sure that all employees know how to suggest to increase the sales.
- Carried back-office admin work, ensure proper processing of documents, stocks movement, sales and disc reports and other stock loss procedure were performed

JAVA U CAFÉ (Doha Downtown Hotel)

Outlet manager

Doha – Qatar (from 2013 to 2015)

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Nestle toll house café

Outlet manager

Jordan – Amman 2012

- Follow up the daily operation
- Maintain the standard of the company and make sure all employees are following it
- Maintain inventory system, documentations, and process orders.
- Maintaining a proper Sanitation and Safety standard (HACCP Program)
- Set a Stores action plans to meet customer, employees and business needs.
- Participates in delivering highest standards of in store training including weekly communication daily briefs, product knowledge and on the job Training (OJT)
- Monitor the training which is needed within the stores and make sure all

	<p>employees are having it and implementing it on the right way</p> <ul style="list-style-type: none"> • Create channel of communication between employees and top management. <p><u>Gloria jeans' café</u> Outlet manager Jordan – Amman 2012</p> <ul style="list-style-type: none"> • Follow up the daily operation • Maintain the standard of the company and make sure all employees are following it • Maintain inventory system, documentations, and process orders. • Maintaining a proper Sanitation and Safety standard (HACCP Program) • Set a Stores action plans to meet customer, employees and business needs. • Participates in delivering highest standards of in store training including weekly communication daily briefs, product knowledge and on the job Training (OJT) • Monitor the training which is needed within the stores and make sure all employees are having it and implementing it on the right way • Create channel of communication between employees and top management. <p><u>Seattle Best Coffee</u> Assistant Manager Jordan – Amman from 2010 to 2011</p> <p><u>Starbucks Jordan</u> Outlet Manager Jordan – Amman from 2005 to 2009</p> <p><u>KFC restaurant</u> Outlet manger Jordan – Amman from 1998 to 2005</p>
Additional Notes	References available upon request
<p>I have a valid driving license. Iam looking forward to a successful association and would appreciate the Opportunity of a personal interview to discuss acts to my background and how my Experience would be mutually beneficial. I can be contacted at the above-mentioned address, if you require any f</p>	<p>I have valid QID Transfer available Valid Qatar driving license</p>

Thank you for your consideration, and I will look forward to your response.	
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