



## Ahmed Ehab El Dosouky

Mobile: +971 50 2367964

E-Mail: [ahmedehabeldosouky@gmail.com](mailto:ahmedehabeldosouky@gmail.com)

Address of residence: UAE – Abu Dhabi

### Strengths include

Attention to detail | Business acumen, Communication and customer handling skills, Employee motivation/retention, creating dynamic environment, Profit Growth, Leadership, Creativity, interpersonal and management skills – Ability to adjust in dynamic environment.

### Objective Statements

Applying my leadership skills to motivate operations staff to perform at their best abilities to produce solid, continued growth of the clientele. While ensuring that the operations functions effectively to maintain high level of satisfaction.

### Career Summary

Operation Manager with a solid track record of running restaurants successfully, starting from marketing and brand promotion, competition research, business development, and identifying target customers to an active supervision of every part of the restaurants operations including service level, menu quality, staffing and financial aspects.

### Education

- Food service Management / Hotel management – Professional certification. Diploma in Hotel and Tourism (1997-2000)

### Personal Details

**Date of birth:** April 25<sup>th</sup>, 1980

**Status:** Married

**Sex:** Male

**Religion:** Muslim

**Languages:** Arabic and English

**Nationality:** Egyptian

**Resident in UAE:** 13 years

**Passport No:** A10092524

**Issue Date:** 25<sup>th</sup> June 2013

**Expiry Date:** 24<sup>th</sup> June 2020

### Trainings

EFST PROGRAM, HACCP SYSTEM INTERNAL AUDIT, HACCP SYSTEM AWARENESS, HACCP IMPLEMENTATION, SKILLED SUPERVISOR, FOOD SAFETY & HYGIENE, MY GUEST MY CUSTOMER, UP-SELLING, GUEST QUALITY SERVICE, PROFESSIONAL IMAGE& ATTITUDE, FIRE&SAFETY TRAINING, TIME TO TALK TOGETHER, COMPLAINT HANDLING.

**Achievement:** Successfully contribution of setting up the department standards, consistence on guest satisfaction result, based on my skills and capability I am trusted running the daily operation with a very minimum supervision.

**Key Functions:**

- Ensure effective up-selling, optimize opportunities for marketing the F&B concepts, control quality of merchandising displays, to provide ongoing guidance and support for all departmental staff in the day-to-day planning and execution of assigned task.
  - Ensure that profit margins are maintained, agreed costs are not exceeded through effective control systems, including sales analysis, sales mix, menu and product costing.
  - Market the food & beverage outlets, develop and manage the implementation of menus, package deals, promotions, displays, decorations and presentation within corporate guidelines to meet / exceed sales and financial goals and objectives
  - Achieve budgeted revenues & expenses and maximize profitability related to the food & beverage department
  - Lead, coach, mentor and manage staff to ensure goals are achieved and to drive superior business outcomes.
  - Ensure that all operational staff follow policies, procedure, standards as set by the company Management.
  - Created new menu keeping in mind customer preferences and upcoming varieties available.
  - Maintained accounting books regarding employee payroll and sales summaries of the Operation.
  - Monitored cooking staff to ensure adherence to required standards in terms of quality and safety.
  - Be fully aware of trends in the industry and ensure constant improvement of the operation.
  - Monitor and act on staffing levels and productivity targets.
  - Work with related departments to ensure efficiency in meeting guests needs.
  - Ensure the guest complaints are handled in a professional manner.
  - Implement & maintain local and national sales / marketing programs
  - Coach, train and manage employees within the hotel's organization structure.
  - Helped in promoting business through social interaction in community events.
  - Manage different operations and ensure that all guests are served promptly.
  - Estimated the daily food consumption and placed orders with suppliers accordingly.
  - Maintained a friendly environment for staff and customers.
  - Scheduled working hours of staff and rotation of shifts.
  - Communicates with Arya Manager for guest comments.
-

---

**Cassells Al Barsha Hotel Dubai, United Arab Emirates**

july,2010 – October 2013 as **(Restaurants Manager)**

*in-charge of all outlet Reporting to Director of F & B Handling. 2 Restaurants, Café Shop, Room Service 312 Room, Banquet.*

**Achievement:** Successfully contribution of setting up the department standards, consistence on guest satisfaction result, based on my skills and capability I am trusted running the daily operation with a very minimum supervision.

**Key Functions:**

- Searched the market regarding latest trends in restaurants that could help improve business.
- Assisted the customers in answering their queries regarding food quality and service.
- Created new menu keeping in mind customer preferences and upcoming varieties available.
- Specialized in hired, training and motivating new staff regarding their work and responsibilities.
- Controlled the overall cash flow daily to meet the weekly expenditures.
- Maintained accounting books regarding employee payroll and sales summaries of the restaurant.
- Helped in promoting business through social interaction in community events.
- Manage different areas of restaurant operations and ensure that all guests are served promptly.
- Estimated the daily food consumption and placed orders with suppliers accordingly.
- Monitored cooking staff to ensure adherence to required standards in terms of quality and safety.
- Maintained the cleanliness and sanitation standards of the restaurants by routine check-up.
- Maintained a friendly environment for staff and customers.
- Scheduled working hours of staff and rotation of shifts.

**Emirates Palace Hotel, Abu Dhabi, United Arab Emirates**

August,2007 – july,2010 as **(Restaurant captain)**

**Achievement:** Letter of Appreciation for Excellence Service from the General Manager of Emirates Palace Hotel.

**Key Functions:**

- Ensure that all the staff follows the Outlet Manager policies and procedures, on his absence.
- Ensuring that all Cashiers prepare a cash report and remittance at the end of their shift.
- Handle Individual check in, check outs according to standard procedures.
- Ensuring that all rates, packages, discounts are correctly done.
- Communicates with Outlet Manager for guest comments.
- Check and analyses daily covers, average check and sale.

**Grand Continental Hotel, Abu Dhabi, United Arab Emirates**

October 2005–August 2007 as **(Captain)**

*work in different outlet (main restaurant, Italian Restaurant and banquet)*

**Key Functions:**

- Ensure orders are thoroughly checked before serving to the guest.
- Follows the standard operating procedures always.
- Assume responsibility of daily operation in my area.
- Actively support the quality improvement process.
- Arrange guest bills and verify any discrepancy.

**Ministry of Defense, Officers House, Cairo–Egypt**

May,2000 – June,2002 as **(Supervisor)**

*work in different outlet (main restaurant, BBQ restaurant and banquet)*

**Marshal Hotel, Cairo- Egypt**

September,1998 – April ,2000 as **(Full Training)**

*(part of the training in all F&B department according to the diploma)*

**Reference: upon request**

---