|  |
| --- |
| Ala’ Murad Zawaideh |
| • D.O.B:23/12/1980  • marital status: married with children  • nationality: jordanian  • driving licence: jordan, ksa & uae  • PHONE: +962 79 8274008  • E-MAIL: [alazawaideh@yahoo.com](mailto:alazawaideh@yahoo.com) / |



professional EXPERIENCE

**PRIME FRESH FOOD – AMMAN, JORDAN (Jul ’18 – Jul ’20)**

**OUTLETS OPERATIONS MANAGER**

* Oversee the daily operations of outlets for efficient operations.
* Developed and enforced policies & procedures and marketing strategies to improve sales and profitability
* Interviewed and hired associates for outlets operations, scheduled orientations and job trainings.
* Organized regular meetings to discuss issues and updates.
* Developed cost-effective operational plan to achieve outlets goals.

**BUFFALO WINGS AND RINGS – AMMAN, JORDAN (Jul ’17 – Jun ’18)**

**RESTAURANT GENERAL MANAGER**

* Developed a positive work culture for a high performing, motivated, satisfied team of employees
* Interviewed, selected and trained new team members.
* Addressed performance issues and providing each team member every opportunity to succeed.
* Completed monthly performance plans and review with Assistant Managers
* Built enduring customer relationships with consistent service and quality
* Ensured safety, security, health, facilities repair and environment standards are met & within budgets.
* Managed labor, cash control, food cost and payroll within financial budget
* Facilitated effective communication of objectives, alignment and priorities at the store level

**HARET JDOUDNA RESTAURANT – MADABA, JORDAN (Dec ’14 – Jun ’17)**

**RESTAURANT GENERAL MANAGER**

* Established restaurant business plan, evaluating competitors; marketing, and sales projections.
* Met restaurant financial objectives; prepared strategic and annual forecasts and budgets.
* Controlled purchases and inventory, negotiated prices and contracts; developed preferred supplier lists.
* Maintained operations by preparing policies and SOPs, and patron-service standards.
* Maintained professional and technical knowledge by tracking emerging trends in the restaurant industry.
* Maintained excellent relationship with clients.

**MAF HYPERMARKETS – CARREFOUR - AMMAN, JORDAN (Jun ’13 – Oct ’14)**

**CATEGORY MANAGER – FRESH FOOD**

* Analyzed the sales and turnover trend per family to define (SWOT) analysis
* Daily negotiation for best buying conditions (Prices & Quality) for all fresh food sections.
* Member of Carrefour ISO 22000 Food Safety Team.
* Defined, organized and followed the import range in coordination with direct import department.
* Participated in the company’s marketing plan (country's national advertising plan).
* Negotiating the yearly contracts with suppliers by promoting WIN-WIN agreements.

**SUPPORT SERVICES CO. LMTD – HAMARD - RIYADH, KSA (Nov ’09 – Apr ’13)**

**CATERING MANAGER – RIYADH OASIS HOSPITAL**

* Manage day-to-day operations in a cost effective, professional way.
* Preparing daily and monthly financial and operational reports, cost breakdown reports and P&L reports.
* Conducting weekly meetings with the hospital's medical staff
* Providing consistent training for the staff, managing 75 employees.
* Managing Al Obeikan industrial camp catering & laundry services, providing 3 meals daily for 10K staff.

**ALPHA FLIGHT SERVICES – AMMAN, JORDAN (Sep ’06 – Oct ’09)**

**CATERING OPERATIONS MANAGER**

* Ensuring inflight catering served as per specifications; delivering between 8000 - 10000 meals daily; responding strategically to operational matters; and assisting with policies and procedures implementation.
* Providing consistent supervision to catering staff to ensure standards for safety, quality and presentation.
* Assisting in planning and preparation of departmental budgets, determining optimum strategies.
* Works closely with the In-flight Services and Guest Services team.
* Communicating operational issues to top Management and the Customer service team.
* Conducting audits to ensure procedures are followed and suggests modifications on current procedures.

**SPINNEYS ABU DHABI L.L.C. – ABU DHABI, UAE (Sep ’03 – Aug ’06)**

**CATERING PROJECTS MANAGER**

* Managed the operations in UAE University Al Ain, female students’ hostels, catering for 4500 students.
* Managed the operations in HCT M&W and CIT Al Ain, catering for 1400 students.
* Preparing Menus, controlling and maintaining the cost of the operations as per the Company’s Budget.
* Handling all store matters; making the requisitions, receiving, storing and issuing to the operations.
* Reporting to higher management for financial & managerial issues through monthly meetings.

EDUCATION:

1998 – 2002 Yarrmouk University / Irbid, Jordan / BSc. in Marketing, (70.2, rating Good)

1985 - 1998 Latin Patriarchate Secondary School / Madaba, Jordan / scientific stream, score 86.9

TRAINING COURSES:

* Negotiation skills seminar –MAF Carrefour – 16 to 18 Sep. 2013 certification.
* Performing the role of the section manager – MAF Carrefour (Epsilon Formation) – 24 to 26 Sep. 2013
* HACCP awareness training course by RWTUV.
* HACCP & ISO 22000 - Medilink Healthcare Management and Operations Ltd.
* Foundation Certificate in Food Hygiene from the Chartered institute of Environmental Health.
* Hygiene & Safety (EHS Standards, ISO, HACCP)
* Finance for Non-Financial People, Microsoft Office Tools (Excel, Word, Power point).

PROFESSIONAL & PERSONAL QUALITIES:

* Deal effectively with diverse management personalities, strong Leadership skills
* Meet deadlines; communicate difficulties in a timely fashion
* Self-starter and work in a changing environment anticipate potential problems and avoid surprises.
* Strong organizational and planning skills, ability to work in a pressured environment.
* Ability to analyze, resolve / follow problems through to completion, meeting strict deadlines.
* Strong customer service and communication skills, oral and written, persuasive and easily understood.

Others:

Languages:

Arabic (native), English (Excellent command, written and spoken).

Interests:

Enjoy reading, playing & watching football, playing billiard games and swimming.

references:

Gladly furnished upon request.