



Ahmad Bader

✉ ahmadbader487@gmail.com ☎ +962796008373 📍 Amman, Jordan

Dedicated and customer-focused individual with years of experience in delivering exceptional managing and dining experiences in fast-paced restaurant and hotel environments. Adept at efficient management, providing high-quality service, and ensuring guest satisfaction through attentive and personalized care. Proven ability to handle special requests, resolve complaints, and work collaboratively with kitchen and bar staff to ensure seamless service. Strong communication skills, a positive attitude, and a commitment to creating a welcoming atmosphere. Seeking to contribute to a dynamic team and enhance guest experiences in a reputable establishment.

Professional Experience

03/2024 – 05/2024
Amman, Jordan

Assistant Manager, Dyar Restaurant and Cafe

- **Operational Oversight:** Managed daily operations including staff scheduling, inventory control, and adherence to health and safety regulations.
- **Staff Management:** Recruited, trained, and supervised a team of waiters, cooks, and baristas. Provided ongoing guidance and performance evaluations to enhance service quality.
- **Customer Service Excellence:** Addressed and resolved customer inquiries and complaints with professionalism.
- **Quality Assurance:** Monitored food and beverage quality, ensuring consistency with company standards and health regulations.
- **Sales and Promotions:** Implemented marketing strategies and promotions to boost sales and attract new customers.

05/2023 – 02/2024
Dubai, UAE

Assistant Manager, Meat Moot

- **Operational Efficiency:** Identified and implemented process improvements to enhance operational efficiency, streamline workflows, and ensure effective communication between kitchen and service staff.
- **Problem Resolution:** Addressed and resolved operational issues, staff conflicts, and customer concerns swiftly to maintain smooth restaurant operations and customer satisfaction.
- **Quality Control:** Monitored food preparation and presentation, ensuring adherence to recipe specifications and quality standards for meat dishes.
- **Inventory Management:** Managed inventory levels for meat and other restaurant supplies, including ordering, receiving, and conducting regular stock checks to prevent shortages and reduce waste.

07/2020 – 01/2023
Amman, Jordan

Supervisor, Brass By Cantaloupe (Iguana Rooftop)

- **Staff Supervision:** Led and coordinated bar staff, ensuring efficient operations and high service standards during shifts.
- **Training and Development:** Trained and mentored new employees on bar procedures, customer service excellence, and responsible alcohol service.
- **Customer Service:** Delivered exceptional service by addressing customer inquiries, resolving complaints, and ensuring a positive bar experience.
- **Inventory Management:** Managed inventory levels, including ordering supplies and conducting stock audits to prevent shortages and wastage.

- Cash Handling: Oversaw cash handling procedures, including processing transactions, reconciling cash drawers, and maintaining accurate financial records.

08/2019 – 04/2020
Amman, Jordan

Captain, *The St. Regis Hotel*

05/2019 – 08/2019
Amman, Jordan

Captain, *Good Pub Restaurant*

11/2018 – 05/2019
Amman, Jordan

Captain, *Dyar Restaurant and Cafe*

01/2018 – 11/2018
Amman, Jordan

Captain, *Bricklane Restaurant and Pub*

01/2016 – 06/2016
Amman, Jordan

Captain, *Dust Roof Restaurant*

01/2015 – 01/2016
Amman, Jordan

Waiter, *Bristol Amman Hotel*

Education

High School Diploma

Skills

Hospitality • Team Management • Inventory Management • Cash Handling • Quality Control • Health and Safety Compliance • (POS) Systems • Training and Development • Food and Beverage Knowledge • Operational Efficiency • Cultural Sensitivity • Crisis Management • Interdepartmental Communication • Guest Experience Enhancement • Team Motivation • Microsoft Office • Omega System • Marco System

Languages

Arabic — Native

English — Proficient

Russian — Basic

References

Available upon request