



# OMAR AL I ALQADI

OUTLET MANAGER

## CONTACT

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### Address

Amman, Jordan

## TOP SKILLS

- Microsoft Office .
- Cost reduction .
- Teamwork.
- Customer Service .
- Communication skills.
- Leadership Skills.
- Marketing Skills.
- Problem Solving.
- Staff management skills and staff motivation.
- Negotiation Skill .
- Good knowledge of food and beverage services.
- The ability to display different dishes and explain ingredients to customers.
- Identify Employee Needs.
- Swot analysis.

## LANGUAGE

Arabic

%100

English

%90

## SUMMARY

A seasoned restaurant manager looking to work with your company. It was honoured with exceptional customer service and received the highest ratings of customer satisfaction and quality. I have more than 10 years of restaurant management experience. I have had the privilege of working with you at your company and have overseen all the operations from recruitment of new personnel, inventory management, quality of the restaurant to marketing management."

## EDUCATION

### • Food & Beverage Service | 2000-2002

Vocational Training Amman.

### • Diploma Travel & Tourism Management | 2005-2006

The American University in Cairo.

## EXPERIENCE

### • Grand East Dead Sea | 2/2022 until 8/2022

Outlets Manager

### • Outlets Manager | 2-2021 Until 11/2021

Baron Hotel in Karbala

- Responsible for managing six restaurants and banquet halls, and more than thirty employees under my management,
- Ensuring incoming staff complies with company policy
- Training staff to Follow Hotel Procedures.
- Maintaining safety and food quality standards.
- Keeping customers happy and handling complains
- Organizing Schedules.
- Keeping track of employees Hours
- Recording payroll data.
- Ordering food, beverage and Others supplies while staying within budget limitations.
- Making Beverage Menus for the Restaurants.
- Working to increase Sales in the



- **Operation Manager | 2019- 2020**

Subway (Saudi Arabia)

Hail, Najran & Albaha

managing 14 Branch with around 60 staff,

- Track recruitment requirements.
- Oversee all restaurant activities and ensure compliance with all company standards to increase all sales and prepare various reports accurately and within a time frame.
- Administer performance of all service and Kitchen staff and schedule and evaluate all restaurant operations.
- Provide training to all employees and maintain all work according to required policies and procedures and maintain knowledge of all food and beverage trends.
- Manage all shifts for restaurant operations and schedule all process and maintain cleanliness at all times and assist to resolve all complaints and maintain food quality at all times.
- Responsible for the overall business functions of keeping the restaurants running.
- Develop, implement and review operational policies and procedures.
- Keep Track of Daily, Weekly and Monthly Sales of all outlets and work closely with all the Branches team members to reach the Sales targets.
- Direct the needs assessment for training and staff development to enhance the effectiveness of employee performance in achieving the goals and objectives of the company.
- Work with the Departments Directors to determine values and mission, and plan for short and long-term goals.
- Planning the venue layout according to the number of guests and the type of event

- **Pools & Bars Manager Dead Sea Spa Hotel | 2017- 2019**

- Managing 2 Bars, 5 swimming Pools and the Beach.
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- Recruit and train staff to provide excellent Service to the guests
- Creating effective Schedules and quickly resolving conflicts to ensure that bar is well staffed during peak hours
- Planning and taking part in promotional events.
- Maintaining a fun, safe atmosphere for Guests.
- Planning and coordinating menus with the chef.
- Ensure that outlet's team has good knowledge of food and beverage.
- Ensure all equipment is in good condition and correct training for its use is arranged.
- Ensure all daily meetings are arranged and conducted.
- Carry out other duties as and when requested by management.
- 1 Ensure time and attendance sheets and holiday planners are accurately maintained and distributed to F&B Manager when appropriate.



- **Restaurant Manager | 2015 -2017**

Doha Restaurants Group co. (Qatar)  
Semi fine dining Restaurant Lebanese Style

- With around 30 Staff with too Much Work in this Restaurant that Because one of the 10 Best Restaurants in Qatar.
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- 
- Coordinate daily Front of the House and Back of the House restaurant operations.
- Deliver superior service and maximize customer satisfaction.
- Respond efficiently and accurately to customer complaints.
- Regularly review product quality and research new vendors
- Organize and supervise shifts
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- Appraise staff performance and provide feedback to improve productivity
- Estimate future needs for goods, kitchen utensils and cleaning products
- Ensure compliance with sanitation and safety regulations
- Manage restaurant's good image and suggest ways to improve it
- Control operational costs and identify measures to cut waste
- Create detailed reports on weekly, monthly and annual revenues and expenses
- Promote the brand in the local community through word-of-mouth and restaurant events
- Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- Train new and current employees on proper customer service practices
- Implement policies and protocols that will maintain future restaurant operations

- **Restaurant Captain as Supervisor | 2013 -2015**

Millennium Hotel (Amman)  
Assist the Restaurant Manager to Managing the Restaurant Daily Paces

- **Restaurant Waiter Marriott Hotel Amman | 2011 - 2013**

I Work as Captain as a Shift in charge in the Sport Bar  
Taking Orders, Check the Tables.  
Check the Restaurant Clean and I Make Daily inventory,  
And I check with the Manager if there's Items we have to push up to sale it.

- **Restaurant Captain Mövenpick Resort & Spa Dead Sea | 2009 - 2010**

I Work in the Italian Restaurant as a Captain, with good Knowledge in the Italian food and Beverage.

Check my tables and chairs clean and no damage

Taking Orders, follow the Orders food & Beverage.

Check the food or Beverage good Quality as Hotel Stander, Then Guest satisfaction.

Clean the table and ask for Dessert the digestive Items, thank for coming when the guest leave the restaurant .

- **Waiter Then Captain Sheraton Hotel Amman | 2007 - 2009**

I work in the main Restaurant Breakfast, Lunch and Dinner buffet.

We check the table and the chairs then we clean the pleats and the Glasses for the buffet with the service ger.

When the guest come we greet him with smile and led him to his table if the host busy when we ask for drinks and water. And every Captain or waiter stand in his station to focus in his tables and check with the guest satisfaction

- **Waiter Grand Hyatt Amman | 2005 - 2007**

32 North Restaurant Opening Team, Sea Food Restaurant one of the best Restaurant of Amman

- **Radisson SAS Hotel Amman Trainee, Busboy then Waiter.| 2000 - 2005**

I worked in all Department in the F&B I start as Trainee for one and Half year then busboy Delver the food and Beverage to the Captain and Clean the Back area then I become a waiter Serve the tables taking Orders .....

## HOBBIES

- Language learning
- reading
- swimming
- Solving the gas.