

Abdel Rahman Hassan

GENERAL INFO

Full Name: Abdel Rahman Hassan
Date of Birth: 3rd of August 1991
Nationality: Egypt
Marital Status: Single
Location: Dubai, United Arab Emirates



CONTACT INFO

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PROFESSIONAL EXPERIENCE

Nov 2023 to Present
(1 month)

Restaurant Supervisor at Taraf Restaurant and Cafe
Dubai, United Arab Emirates

Industry: Food and Beverage Production, Food Services/Restaurants/Catering, Hospitality/Hotels
Company Size: 51-100 employees

I am responsible for overseeing and coaching a group of 25 or more staff members in every aspect of running a restaurant.

I have created and executed numerous training programs designed for both new and current employees.

I provided training to newly hired employees to help them perform their job responsibilities effectively.

I am responsible for creating and managing the work schedules for restaurant staff to ensure that there is always enough coverage.

I ensured that customer service remained at a high level by keeping a close eye on the performance of staff.

I kept track of employee performance evaluations and attendance and took disciplinary action when necessary.

I worked together with the kitchen staff and other personnel at the restaurant to make sure that our customers had an enjoyable dining experience of the highest quality.

I kept a close eye on the day-to-day business functions and sales progress to ensure that all objectives were achieved.

I kept track of the food inventory and made sure to order any required items to ensure we always had enough stock.

Established positive relationships with guests and employees through effective communication and strong interpersonal skills.

I promptly and efficiently handled customer complaints, ensuring their satisfaction.

Jan 2020 to Oct 2023
(3 years and 9 months)

Restaurant Manager at Abu Anas Al-Soori Restaurant
Cairo, Egypt

Industry: Food and Beverage Production, Food Services/Restaurants/Catering, Hospitality/Hotels

Company Size: 51-100 employees

Create work schedules for employees to ensure adequate staffing levels during busy times.

I held weekly meetings with my team to discuss their performance and provide constructive feedback.

I have put in place new policies and procedures that have improved operational efficiency by 95%.

I always ensured that the work environment was clean and organized.

I kept an eye on the food and drink stock to make sure we had enough inventory.

Developed and implemented new menu items that generated an 80% increase in sales.

I oversaw the shipping and receiving operations and made sure that all orders were accurate and complete.

I have created detailed reports on the weekly and monthly revenues and expenses.

I handled customer complaints with professionalism to ensure that guests remained satisfied and our relationship with them remained positive.

Developed and implemented strategies to increase customer satisfaction, resulting in a 90% increase in repeat customers.

Jan 2018 to Dec 2019
(1 year and 11 months)

Area Operations Manager at Chocolateness (Kuwait)
Kuwait City, Kuwait

Industry: Food Services/Restaurants/Catering, Food and Beverage Production, Retail

Company Size: 101-500 employees

5+ years of experience managing operations in the hospitality industry.

Oversee the operations of multiple restaurants within the assigned area, ensuring adherence to company standards and policies.

Managed a team of 5 managers and 50 staff members across multiple locations.

Providing guidance, training, and performance evaluations.

Monitor key performance indicators (KPIs) and financial metrics to assess the performance of each location.

We achieved a 15% increase in revenue across assigned locations within one year.

Ensure consistent implementation and compliance with standard operating procedures (SOPs) and quality standards.

Conduct regular inspections and audits to maintain cleanliness, safety, and operational efficiency across all locations.

Implemented cost-saving measures, resulting in a 10% reduction in operational expenses.

Maintained a customer satisfaction rating of 90% or above across all locations.

Jul 2016 to Dec 2017
(1 year and 5 months)

Restaurant Manager at Chocolateness (Kuwait)
Kuwait City, Kuwait

Industry: Food Services/Restaurants/Catering, Food and Beverage Production, Retail

Company Size: 101-500 employees

3+ years of experience managing restaurant operations in the hospitality industry

Managed a team of 15 restaurant staff.

Manage day-to-day restaurant operations, including staff supervision, scheduling, and performance management.

Train and develop staff on service standards, product knowledge, and upselling techniques.

Handle guest inquiries, concerns, and complaints, ensuring prompt and effective resolution.

Maintained a customer satisfaction rating of 95% or above.

Collaborate with the culinary team to develop menus, specials, and promotions.

Implement marketing initiatives to attract new customers and increase repeat business.

Achieved a 10% increase in sales within one year.

Jan 2015 to Jun 2016
(1 year and 5 months)

**Restaurant Supervisor at Cinnabon Egypt
Cairo, Egypt**

Industry: Food and Beverage Production, Food Services/Restaurants/Catering, Retail

Company Size: 101-500 employees

2+ years of experience supervising restaurant operations in a high-volume establishment.

Supervise and train a team of 10 restaurant staff, ensuring adherence to service standards.

Conducted weekly and daily staff meetings to communicate updates, provide training, and address performance issues.

Assist with the coordination of daily restaurant operations, such as opening and closing procedures and shift scheduling.

Monitor dining areas to maintain cleanliness, organization, and compliance with health and safety regulations.

Maintained a guest satisfaction rating of 90% or above.

Ensure exceptional guest service by greeting them, answering inquiries, and addressing concerns or complaints.

Reduced food waste by 15% through improved inventory management practices and minimizing waste.

Jul 2013 to Dec 2014
(1 year and 5 months)

**Restaurant Team Leader at Cinnabon Egypt
Cairo, Egypt**

Industry: Food and Beverage Production, Food Services/Restaurants/Catering, Retail

Company Size: 101-500 employees

1+ years of experience leading restaurant teams in a high-volume establishment

Supervise and lead a team of restaurant staff, ensuring efficient customer service and adherence to required standards.

Train and onboard new team members, providing guidance on service standards, menu knowledge, and restaurant policies.

Conducted daily team meetings to communicate updates and provide training.

Coordinate daily restaurant operations, including opening and closing procedures and shift changes.

Provide exceptional guest service by greeting and assisting guests and ensuring a positive dining experience.

Maintained a guest satisfaction rating of 95% or above.

EDUCATION

2010 - 2014 **Bachelor's Degree in Tourism and Hotels**
Helwan University, Egypt
Overall Grade: Excellent

LANGUAGES

- Arabic: Fluent.
- English: Advanced.

SKILLS

- Advanced in Hospitality, Communication, operations manager, Store Manager, Customer Service, Leadership, Branch Management, Retail manager, Operations Management, Administration, Reception Supervisor, Reception Manager, Food & Beverage, Management, restaurant, Restaurant Management, Follow Up, Front Office Management, Instruction, MS Office, Quality Control, Quality Assurance and Training.