



# MOHAMMAD RADI ISSA

Operation Manager

Jordanian

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male

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## SOCIALMEDIA

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## PROFILE

Mohammad Radi Mohammad Issa, I studied law with a grade of "very good" B+, Experience in operating restaurants, managing projects and operations, assuming full responsibility, leading a work team with perfection, knowledge of basic accounting, preparing accounting reports, administrative assistance, and working in the restaurant field with prior practical and administrative experience.

## EDUCATION

2018 → 2021 Bachelor's degree in Law  
AL Hussain Bin Talal University-Jordan

2017 → 2018 High school  
HATEEN HIGH SCHOOL FOR HOTEL-Jordan

## WORK EXPERIENCE

2022 → present  
AL\_Maidan ALshami Restaurant -Bahrain  
Operation and Cashier

Supervising the entire work, following up on purchases and sales, improving quality, following up on complaints and resolving them. Experience in the cash system of all types, invoicing, etc., making scheduled reports on sales and inventorying daily accounts by category.

### Achievements:

- 1-Follow up on suppliers and required orders.
- 2-Leading the work team, organizing the work schedule, and training them on how to reduce noticeable weight loss.
- 3-Scheduling the prices in proportions that match the prices with the tax and how to divide the original price, provided that it includes Vat.
- 4-Making marketing plans with professional skill, provided that common marketing methods are not used, managing social media accounts with perfection, and managing the payment account in the required time.
- 5-Daily reports on the extent of customer demand for work, improving its quality, and using similar methods.
- 6-Creating an integrated economic feasibility and how to calculate costs for the listed items and sort them according to complete financial and accounting rules.
- 7-Comparing work with successful projects to achieve new success and profitable goals.
- 8-Complete knowledge of the financial market and the structure of the company's financial market and making a precise and precedent plan by comparing it to the financial year.
- 9-Self-supervision at work, determining peak time, and knowing when to use the rule (use of time).
- 10-Experience in operating restaurants, managing projects and operations, assuming full responsibility, leading a work team with perfection, knowledge of basic accounting, preparing accounting reports, administrative assistance, and working in the restaurant field with prior practical and administrative experience.

2019 → 2022  
**Opal Hotel**  
Front Office Assistant

**Achievements:**

- 1-Reporting to management and performing administrative duties.
- 2-Scheduling and confirming appointments meeting and event.
- 3-Welcoming and assisting visitors in friendly and professional manner.
- 4-Handing basic inquiries and sorting mail.
- 5-Monitoring office supplies replacements.

2018 → 2019  
**AL BADER HOTEL**  
RECEPTIONST

Experience in the field of room reservations and how to organize them and organize the work team to serve guests, and experience in knowing the cancellation of reservations and general rules in the hotel system and recording guest data in a special file for financial and administrative matters. Sending daily reports to the work manager and making a complete inventory of the account before handing over the shift. Ensure that the customer is given all the relevant information in the reservation system before starting the procedures. **Achievements:**

- 1- Performing tasks with integrity and honesty, knowing how to use credit card payments, and knowing how to accurately calculate money before placing it in the financial fund.
- 2- Closing the fund with the increase required by the hotel management to achieve the goal by more than 30% of the decision. 3- Checking the guest's personal evidence before booking to see if he has violated the terms and procedures.
- 4- Good communication skills with customers and dealing according to the general system.

02-2018 → 07-2018  
**BAB AL MANDI RESTAURANT**  
CHIF ASSISTANT, Waiter

Assistant chef in popular and oriental food and dishes such as mandi, rice, grills, fish, fast food and snacks. Shawarma mixes and making some tried and tested mixes. Experience in sauces and salads Supervisor of the food serving hall and supervising many waiters

**Achievements:**

- 1-We cut the chicken into several types (Madhabi, Turkish, Shawarma, Mandi).
- 2-Know the ingredients and standards according to the types of foods and according to the required quantity.
- 3- Working on all kinds of powers (Arabic, Turkish, French, etc.).
- 4- Knowing the degree of browning required for chicken and meat 70 degrees Celsius for chicken.
- 5-Cooking all kinds of rice according to the required quantities.
- 6-Supervising the hall by serving food to customers on more than 25 tables and 10 waiters.
- 7-Ensure that food is served to the customer with the cleanliness of the waiter for the sake of health care.

01-2018 → 02-2018  
**POPEYS RESTAURANT**  
CHIEF ASSISTANT

Chef's assistant on fried chicken and its own spices, as well as receiving the sandwich section and Biscuit baking and mashed potatoes division and sales to customers through direct sales.

**Achievements:**

- 1- Receiving the bakery biscuit section (cooking, preparation, baking, serving).
- 2- Checking and reviewing the calculation of quantities.
- 3- Recording the notes and the quantity that was prepared and sending them to the team supervisor to facilitate the required process in preparing another request to use the time in another work.

**PERSONAL SKILLS**

- ✓  Speak English and Arabic
- ✓  Use the computer well
- ✓  Excellent conceptual and analytical skills
- ✓ Detail oriented, strong organization and a high degree of accuracy
- ✓ Analysis and Decision-Making skills
- ✓ Use the computer well

✓  I have a persuasive and tactful manner of speaking

## SOFTWARESKILLS

Microsoft Power Point ★★★★★★

Microsoft Word ★★★★★★

Microsoft excel ★★★★★★

## LANGUAGES

English ★★★★★★

Arabic ★★★★★★

## HOBBIES



Reading



Analysis



Relations



Studies



Future outlook

## TRAINING COURSES

- ENGLISH CONVERSATIONAL SKILLS FOR BEGIMMERS (2) BY (BRITISH COUNCIL -2020
- PROVENTURE TO ENGLISH LANGUAGE -2020
- THE BASICS OF MARKETING ON THE INTERNET-2020
- ELECTRONIC EXCEL TABLES(SPECTO)-2020
- CUSTOMER SERVICE FROM EDRAAK -2020
- PRINCIPLES OF HUMAN RESOURCE MANAGEMENT PRESENTED BY( BAYT) 2021
- HOW TO SUBMIT A BUSINESS PLAN AND THE FINANCIAL FEASIBILITY STUDY SUBMITTED BY(KPMG) -2021

## REFERENCE

Upon your request