



KAMLESH CHANDER, Senior Restaurant Manager | Operations Leadership | Team Development | Cost Control | Customer Experience Excellence

Manama, Bahrain, +973 34415184, kamlesh@plantcafe.co

Date of birth 28 Jun 1983 Nationality Indian

PROFILE

Results-driven Restaurant Manager with 15+ years of progressive leadership experience in Bahrain's high-volume QSR and café industry. Proven expertise in multi-unit operations, team leadership, customer experience management, cost control, vendor negotiation, HR compliance, and revenue optimization. Recognized for building high-performing teams, delivering audit excellence, strengthening brand standards, and consistently driving business performance in competitive markets. Highly adaptable, detail-oriented, and known for maintaining operational excellence in fast-paced environments. Actively seeking a challenging leadership role where operational strategy, people development, and guest satisfaction are key priorities.

PROFESSIONAL EXPERIENCE

2024 — Present	Restaurant Manager, Plant Café	Bahrain
	<ul style="list-style-type: none">Lead full restaurant operations including service standards, kitchen coordination, staffing, inventory, and daily financial controls.Manage HR administration, payroll processing, LMRA, and GOSI compliance in line with Bahrain labor regulations.Drive menu implementation, promotional execution, and seasonal product rollouts.Oversee inventory control, supplier coordination, and waste-reduction initiatives.Maintain strict adherence to food safety, hygiene, and brand compliance standards.Coach, develop, and performance-manage team members to sustain service excellence.Handle customer relations, service recovery, and brand reputation management.	
2012 — 2024	Store Manager, Starbucks	Bahrain
	<ul style="list-style-type: none">Led end-to-end store operations for a high-volume flagship location.Managed recruitment, training, scheduling, and performance development of a 15-member team.Delivered consistent results in internal audits, brand standards, and quality compliance.Strengthened customer engagement, sales execution, and team accountability.	
2010 — 2012	Shift Supervisor, Costa Coffee	Bahrain
	<ul style="list-style-type: none">Supervised daily shifts and managed service flow with a large operational team.Conducted structured staff training programs recognized at district level.Ensured strict adherence to Costa operational procedures and service standards.	

CORE SKILLS

Restaurant Operations Management	Food Safety & Hygiene Compliance
Multi-Unit Leadership	P&L Management
Team Training & Development	Service Quality Audits
Performance Management	Strategic Planning
Customer Experience (CX)	Conflict Resolution
Inventory & Stock Control	Staff Scheduling
Cost Control & Waste Reduction	SOP Implementation
Vendor & Supplier Management	Brand Standards Enforcement
Payroll & HR Administration	Guest Relations Management
LMRA & GOSI Compliance	Operational Risk Control

KEY ACHIEVEMENTS

- Led operations across three international café brands over a successful 15+ year career in Bahrain.
- Built and managed teams of 15–20 employees per store, maintaining strong retention and service discipline.
- Consistently delivered 90%+ internal audits and brand compliance scores over multiple years.
- Played a direct role in menu launches, service upgrades, and promotional execution supporting sustained store performance.

CERTIFICATIONS

- MS Office – Udemy (2024)
- Diploma in HR – Coursera (2024)
- Leadership Skills – IIMA India (Coursera)

EDUCATION

Bachelor of Business Administration, Manipal University Jaipur

Diploma in Hospitality Management, COTHM Dubai

LANGUAGES

English

Hindi

Arabic

REFERENCES

References available upon request