



Daoud Abed Aljawwad

Professional Experience

November 2017 – present

Five Guys – Restaurant General Manager- Bahrain



- Formulate strategies and action plans to maximize sales
- Plan to ensure achievement of divisional and personal target, aligning with company sales policies and strategies
- Provide guidance of sales advisors daily, monthly, and quarter work plan in accordance with the formulated strategies
- Manage, develop, coach, control and motivate the sales force to develop their skill to ensure that a high professional standard is achieved and monthly sales targets are met

June 2015 – 2017

The Veranda - Operation Manager

- Develop and recommend the budget, marketing plans and objectives and manages within those approved plans
- Implement and maintain F&B sales/marketing programs
- Direct and oversee development of employees
- Hire, train, empower, coach and counsel, performance and salary reviews
- Direct the implementation of the payroll, reports, forecasts, inventory and budget for food and beverage operations
- Coordinate food and beverage operations with other hotel departments to ensure efficient guest service
- Resolve customer complaints as appropriate to maintain a high level of customer satisfaction and quality
- Implement procedures to increase guest and associate satisfaction

May 2012 – June 2015

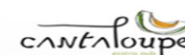
The Aviation Club – Duty Manager



- Taking over the club manager duties and responsibilities in the evening times
- Ensure smooth running of the operation of 15 restaurants with different cuisines that include (Lebanese, Japanese, Steak House, Portuguese, Italian and Cafés & Bars) including Time out best pub in Dubai “The Irish Village according to The Aviation Club standards which is the home of the WTA/ATP Dubai Duty Free Tennis Championships.
- Deal with visitors queries and complaints
- Plan, organize, direct, control and evaluate the operation of the restaurants and bars
- Monitor revenue and modify procedures and prices.
- Managing events, meetings, conferences and concerts.

2009- 2012

Cantaloupe – Bar Manager - Amman / Jordan



EXPERTISE

- Leadership
- Management skills
- Communication skills
- Customer service
- Performance Management
- Delivery of standards
- Sales skills

EDUCATION

1992 – 1994

Arab College (High diploma in English Literature)

PERSONAL SKILLS

Creative
Innovative
Self-motivated
Organized

LANGUAGES

Arabic (Mother Tongue), English (Very Good)

COMPUTER SKILLS AND SYSTEMS

Microsoft Office (Word, Excel and PowerPoint) and Micros

CERTIFICATES, TRAINING AND AWARDS

- Handling customer's complaints
- Service orientations
- Personal and food hygiene
- Hospitality
- Quality assurance
- Safety and security
- Leadership skills
- Guest contact techniques
- Groups management
- Running and controlling bar cost
- Wine appreciation, tasting and knowledge
- Train the Trainer
- Cost control and inventory management
- HACCP (Hazard Analysis and Critical Control Points System)
- Analyzing pour cost & productivity
- Competitive strategy to product & profit dominance

Advanced Trainings:

- How to avoid a dui
- The art of mixology
- Interviewing techniques (interview, hire, pay, motivate, direct and evaluate)
- The physiological effects of alcohol
- Modern mixology
- Flaring

Awards and Achievements

- IHF (International Hospitality Forum)
- First place in professional bartenders contest
- Over 50 restaurants and clubs (opening parties)
- Creating over 50 beverage menu

Myth – Bar Manager – Jordan
2005-2009

Hareer– Beverage Manager - Amman / Jordan
2003-2005

Crumz – Beverage / floor Manager – Jordan
2002-2003

Ritz Carlton hotel – Master of Bartenders – Qatar
2002-2002

Planet Hollywood - Bartender – Jordan
2000-2002

Rovers Return (English Pub) - Bartender – Jordan
1998-2000

Aqua Marina Hotels and Resorts – Bartender – Jordan
1994 – 1998

Personal Information

Nationality: Jordanian
Date of Birth: 15 Sept. 1974
Marital Status: Single
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Course:

- **Art of coffee making**
 - La Speciale coffee machine, Italy
- **Fabbri art of mixing**
 - Fabbri L.L. Italy

