



Eyad Al Sad

Personal Information

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Nationality: Syrian

Birth: Homs 1991

Family Status: Married

I am thrilled to introduce myself as a dynamic and driven professional eager to contribute to your team's success. I am writing to express my genuine enthusiasm for the Restaurant Manager position at your esteemed company. With over 13 years of dedicated experience in Restaurant and Hospitality.

I am honored to apply my expertise to your renowned establishment.

In my most recent role as a Restaurant Manager of a Restaurant in one of the Gulf Center Holding Group restaurants, I established a proven track record of exceptional leadership.

Over my 10 year tenure at these establishments, I consistently pushed myself to exceed previous achievements, demonstrating an unwavering commitment to delivering excellence. My responsibilities encompassed a wide range of critical tasks, including orchestrating seamless service and kitchen operations, adeptly addressing customer concerns, and elevating overall customer satisfaction. I adeptly managed shift schedules, provided valuable employee feedback, conducted meticulous inventory management, and upheld rigorous sanitation and safety standards.

My unwavering affection for food, people, and ongoing education continues to fuel my career.

I am genuinely excited about the prospect of joining your team as the restaurant Manager. Your company's reputation for excellence and commitment to delivering exceptional customer experiences deeply resonate with my own values. I am eager to contribute my proven leadership skills, operational prowess, and dedication to achieving organizational goals.

Thank you for considering my application for the Restaurant Manager position. I look forward to the opportunity to learn more about your company and how my background aligns with your team's vision and object.

SKILLS

- Cost Control, Labor Cost, Food Cost,
- P&L Monthly Statement
- Menu Engineering.
- Marketing plan
- SALES increase
- BOH & FOH Training and audit, Managing and Training Development
- Time Management
- Complaint Handling
- Service Leadership
- Appraisal Skills
- Intermediate & Advance
- Food Hygiene
- Performance Management
- On job Skills Training
- Restaurant management certificate

General Tasks

- Coordinate daily Front of the House and Back of the House Restaurant Operation
- Deliver Superior Service and maximize customer satisfaction
- Respond efficiently and accurately to the customer complaints.
- Organize and supervise shifts Appraise staff performance and provide feedback to improve productivity.
- Manage restaurant's good image and suggest ways to improve it
- Recommend ways to reach a broader audience
- Control operational costs and identify measures to cut waste.

EXPERIENCE

May 2023 – Present : Restaurant Manager / Gulf Center Holding Group.

DOHA FESTIVAL CITY Mall, Doha, Qatar British-American Seafood Restaurant

- Create the Season Marketing Plan.
- Create The Yearly Budget and Target
- Gives work assignments, and regularly evaluates employee performance.
- Managing the Kitchen and Restaurant, BOH &FOH Of the Restaurant.
- Meet with the kitchen chef daily to ensure all.
- Staff is being effectively trained and properly utilized.
- Controlling food cost and labor cost.
- Responsible and confident in handling complaints without compromising customer satisfaction.
- Always provide the highest quality service and cleanliness to customers.
- Supervise and maintain hygiene and cleanliness in the working area.
- Train staff in job duties, sanitation, and food safety procedure
- Achieving sales target set by the head management.
- Food cost, labor cost, disposable cost, and wastage and daily variance.

- 18 September 2021 – May 2023 : Restaurant Manager / Alhazm Mall, Doha ,Qatar**
- Create the Season Marketing Plan.
 - Create The Yearly Budget and Target
 - Gives work assignments, and regularly evaluates employee performance.
 - Managing the Kitchen and Restaurant, BOH &FOH Of the Restaurant.
 - Training staff and carrying out administrative tasks in the absence of the manager
 - Organize weekly and annual holidays for staff
 - Follow the staff to keep the health and cleanliness of the restaurant
 - Make the monthly staff attendance sheet and send it by email to HR Department
 - Follow up with staff Bar and Restaurant check list daily
 - Responsible monthly and yearly Bar and kitchen Inventory and send it to cost control.

- 12 February 2019 - 10 July 2021 : Restaurant Manager/ Loras Restaurant - Beirut / Lebanon**
- per opening
 - 200 seats Arabic Lebanese Restaurant

- 02 January 2014 –29 December 2018: Restaurant Manager/Bab Sharki Le Jardin Restaurant Beirut, Lebanon**
- Prepare and execute annual marketing plan.
 - Daily monitoring and analyzing the trend of revenues and costs, identifying corrective actions/improvements in order to reach the Company targets
 - Following up all the submitting process regarding the work orders for repairs outlets and/or equipment, ensuring a timely completion of all the kitchen,
 - restaurant and bars maintenance processes
 - Constantly verifying that the standards and legal requirements for accident prevention, safety, hygiene, security, and environmental compliance are always applied providing to alert and notify possible noncompliance and enhancement opportunities.
 - Weekly and monthly training sessions with all the personnel regarding: operation service standards and company public sanitation, guest satisfaction, cross and up-selling, career plans

13 February 2013 - 30 December 2013: Restaurant supervisor/Promenade Hotel - Beirut, Lebanon

Italian Cavalino RESTURANT Promenade 4 Star Hotel Property with 100 rooms and F&B Outlets.

- Help the manager manage the restaurant and staff
- Training staff and carrying out administrative tasks in the absence of the manager
- Organize weekly and annual holidays for staff with the manager
- Follow the staff to keep the health and cleanliness of the restaurant

29 November 2010 - 25 December 2012: Icho" Japanese Restaurant Supervisor/Radisson Royal Hotel- Dubai, UAE

Opening as JAL hotel tower Dubai Japanese group Nikko and re-branding to Radisson Royal Dubai

- Managing 3 floor signature Japanese restaurants on the top 3 floors of the hotel.
- 49th floor Icho Traditional/Formal Japanese restaurant
- 50th floor Icho Teppanyaki restaurant
- 51th floor Icho Bar and Lounge

With a total of 300 seats and a multinational team of more than 50

02 February 2010 - 29 November 2010: Icho" Japanese Restaurant Captain/ Radisson Royal Hotel- Dubai, UAE

3 different concepts:

- 49th floor Icho Traditional/Formal Japanese restaurant
- 50th floor Icho Teppanyaki restaurant
- 51th floor Icho Bar and Lounge

**15 January 2009 - 20 November 2009: Waiter/ safer Homs hotel 5 stars hotel- Homs, Syria
Room Service / Restaurant Service / Banquet Service Food & Beverage Department**

Training

<ul style="list-style-type: none">• Year 2021: Fire training (AlHazm, Doha Qatar)• Year 2021: Latin America Food Service training (AlHazm, Doha Qatar)	<ul style="list-style-type: none">• Year 2012: Leadership skills& hygiene training (Radisson Royal Dubai)• Year 2011: Management Training (Radisson Royal Dubai)	<ul style="list-style-type: none">• Year 2010: Handling Guest Complain Training (Radisson Royal Dubai)• Year 2009: hygiene training (safer Homs Syria)
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EDUCATION

Technical Diploma in Economics and Commerce with accounting specialization

Damascus. Syria 2009

LANGUAGES:

- English – Excellent / Arabic - Excellent

