








Hesham Sobhy Amin



Personal details

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-  Bahrain , Manama
-  June 26, 1977
-  Yes
-  Egyptian

Skills

- Multitasking
- communication
- organizing skills
- Creative thinking
- productive
- Leadership
- lead by example
- Ability to work under pressure
- problem solving
- team-oriented

Profile

Proactive, responsible, and sales-oriented senior restaurants manager with more than 15+ years' cross-functional team leadership and chain restaurant management experience. Consistent and reliable leader with track record overseeing business launches and managing startup restaurants to achieve stable and long-term profitability. Strategic and analytical professional with strong relationship management, problem solving, and customer service skill

Education

Bachelor of Business Administration in Restaurant Management

Open University

Hospitality & Hotel Management

Cairo

Employment

Multi Restaurants Manager

Feb 2019 - Present

TGI Fridays Restaurants -BH

Key Responsibilities:

Operations Management:

- Managed guest service standards, product quality, and cost controls to ensure overall profitability.
- Oversaw marketing initiatives and implemented systems for efficient operations.
- Developed and managed budgets and forecasts to maximize financial performance.
- Led department teams, ensuring adherence to policies and procedures.

Financial Management:

- Analyzed monthly operating statements and identified areas for improvement.
- Implemented strategies to manage operational expenses and maximize profit potential.
- Managed allocated margin to contribute positively to the company's P&L.

Leadership & Team Development:

- Led and managed multiple restaurant locations.
- Monitored business operation KPIs and implemented strategies to improve productivity.
- Motivated and coached staff, oversaw training programs, and evaluated new hires.
- Kept managers and teams updated on brand developments, store targets, and company initiatives.
- Ensured adherence to health and safety regulations across all stores.
- Managed ordering processes to optimize inventory level & minimize costs .
- Marketing & Business Operations.
- Tracked operational data and implemented corrective actions to maintain efficiency and profitability.

Languages

Arabic

English

GENERAL MANAGER

Aug 2014 - Feb 2019

TGI FRIDAYS, TGIF, Manama

- planning, organizing, directing, and controlling both front-of-house (guest service) and back-of-house (kitchen) operations. This highlights your ability to manage the entire restaurant effectively. Include this under "Operations Management" in your "Work Experience" section.
- Ensuring efficient and effective operation within budget and guidelines showcases your strong operational skills. Mention this under "Operations Management" as well.
- conducting meetings, communicating targets, and providing guidance demonstrate strong leadership and communication skills. Include these under a section titled "Leadership" or incorporate them into your "Human Resources Management" section.
- Handling guest complaints, troubleshooting problems, and building relationships showcase your customer service skills and ability to resolve issues. Briefly mention these under "Operations Management" or create a separate "Customer Service" section if these are significant aspects of the role.
- meeting or exceeding budgeted sales and profit goals highlights your focus on achieving financial targets. Include this under "Financial Management"
- Providing training, recognition, and maintaining a team environment showcases your skills in staff development and motivation. Mention this under "Human Resources Management."

Manager on Duty

Jul 2008 - Jul 2014

TGIF FRIDAYS, Manama

Overall Restaurant Operations:

- Managed all aspects of the restaurant, including front-of-house (guest service) and back-of-house (kitchen) operations, ensuring smooth and efficient daily functioning.

***Guest Service & Quality Control.**

***Team Leadership & Development.**

***Inventory & Compliance.**

Supervisor / Assistant store Manager

Jun 2006 - Jun 2008

STARBUCKS COFFEE, KUWAIT -CAIRO

Restaurant Startup & Expansion: as Partnered in opening new markets in Egypt, contributing to successful launches of 2 new stores.

- Led a focused team, fostering a passionate environment to deliver exceptional customer experiences that drive sales and profit growth.
- Ensured fast, accurate service, maintained positive guest relations, and guaranteed products met the company's high quality standards.
- Assisted with Profit & Loss (P&L) management by following Food & Beverage Cost Control (F.M.C.) procedures, implementing cash control protocols, maintaining inventory levels, and managing labor costs.
- Analyzed reports and took appropriate actions to optimize operational efficiency and profitability.

NSO & ACT FOH SUPERVISOR

Jan 2005 - May 2006

Tgi Fridays, Egypt

- Supervised and trained a new team in preparation for the opening of a TGI Fridays restaurant in Mohandsen, Egypt

- Developed and implemented training programs to ensure staff proficiency in all operational aspects (consider mentioning specific skills like food preparation, safety procedures, or POS systems).
- Provided ongoing coaching and feedback to support team growth and development.

Server

Tgi Fridays, Egypt, CAIRO - GIZA

Jan 2001 - Jan 2005

Waiter

Cairo Sheraton

Jan 1996 - Dec 1999

Waiter

Swiss-air Restaurants SWISS CHALET

Jan 1995 - Jan 1996

Courses

GROW Training Program

Oct 2023

Grow training program for area coach managers and leadership team around whole Americana company .

Serve Safe Training course.

HACCP PROGRAM and FOOD SAFETY.

TIME MANAGEMENT

LEADING TEAM TO SUCCESS.

SLC

In store learning coach. Starbucks Kuwait.

RMT

Retail management Star bucks Kuwait / Egypt

BTP /SSTP

shift supervisor training Program Star bucks Kuwait.

Learning coach class / Coffee master /

Effective communication

Star buck Kuwait

(MIT) Manager in training seminar. T.G.I

(N.S.O) / Coaching seminar and shift leader

T.G.I Friday's.

References

Mr Ashraf Abd Elhameed

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Mr Mustapha Ibrahim

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