





# MOHAMAD EID

## (RESTAURANT OPERATION MANAGER)






A results-driven Restaurant Operations Manager with over 10 years of experience in the food and beverage industry. Expertise in optimizing daily operations, enhancing customer satisfaction, and driving revenue growth in high-volume environments. Skilled in staff training, budget management, and compliance with health regulations. Proven track record of improving operational efficiency while delivering exceptional dining experiences.



### CONTACT

-  +974 - 31 144 775
-  [thestraywolf3@gmail.com](mailto:thestraywolf3@gmail.com)
-  Doha, Qatar
-  [/in/mohamad-eid-03543a35](https://www.linkedin.com/in/mohamad-eid-03543a35)

### PERSONAL DATA

-  06 \ 05 \ 1985
-  Nationality: Syrian
-  Marital status: Married
-  Driving License: Available
-  Working visa

### EDUCATION

- 2006**  
Bachelor's degree in Arts  
Aleppo University, Syria

### LANGUAGES

- **Arabic:** Native
- **English:** Fluent
- **French:** Good

### REFERENCES

- Available upon request.

### SKILLS

- Leadership and Team Management
- Budgeting and Financial Management
- Customer Service Excellence
- Inventory Control and Management
- Staff Training and Development
- Health and Safety Compliance
- Marketing and Promotions Strategy
- Conflict Resolution
- Menu Planning and Development
- Operational Efficiency Optimization
- Vendor and Supplier Relations
- Quality Assurance and Control
- Time Management and Prioritization
- Data Analysis and Reporting
- Problem-Solving and Decision-Making

### WORK EXPERIENCE

- **Eat Smart Healthy and Diet Food**

**Position:** Restaurant Operations Manager  
**Qatar | 2020 – 2024**

**Duties:**

- Oversee operations of six branches, ensuring efficient daily workflows and achieving restaurant goals.
- Train and manage over sixty employees, distributing tasks for optimal performance.
- Organize and manage subscriptions, maintaining accurate data and communicating with subscribers for feedback and renewals.
- Expert in healthy eating, specializing in creating healthy meal plans for subscribers, focusing on nutritional values such as carbohydrates, proteins, fats, and more. Providing balanced dietary plans that help individuals achieve their health and fitness goals.
- Analyze subscription data to develop tailored programs and build client relationships.
- Ensure timely delivery operations by recruiting and training drivers.
- Monitor inventory to prevent shortages and reduce waste through improved processes.
- Prepare reports on waste and inventory for performance insights.
- Train staff on hygiene standards and conduct inspections for compliance.
- Address customer complaints promptly to enhance satisfaction and improve the dining experience.

- **Integral Food Service**

**Position:** Banquet \ Event Manager

**Qatar | 2017 -2020**

**Duties:**

- Coordinate with clients to determine banquet requirements, including food type, guest count, and dietary preferences, while organizing event schedules and ensuring timely food preparation.
- Hire, train, and manage staff to deliver outstanding service, distributing tasks for efficient workflow and maintaining high morale.
- Design menus with chefs and arrange buffet decorations to match event themes, while monitoring stock levels and purchasing necessary supplies.
- Supervise catering operations, ensuring guest needs are met, addressing issues, and maintaining hygiene and food safety standards.
- Communicate continuously with customers to ensure satisfaction, prepare invoices, and monitor expenses for profitability.
- Market buffet services, build relationships with suppliers, and develop new banquet ideas based on customer feedback and trends to enhance future offerings.

- **Shater Abbas International Group**

**Position:** Restaurant & Buffets Manager

**Qatar | 2014 – 2017**

**Duties:**

- Extensive experience in ensuring food quality and nutritional standards, as well as monitoring waste and inventory control.
- Strong staff management skills, including hiring, training, and leading over 200 employees for optimal performance and service quality.
- Proficient in menu development and updates, alongside effective marketing strategies to increase sales.
- Exceptional customer service experience, creating a welcoming atmosphere and addressing complaints to enhance satisfaction.
- Skilled in planning and managing large restaurant operations, banquets, and dining areas, ensuring all quality and cleanliness standards are met.
- Experience in overseeing kitchen operations, verifying food quality across all types of cuisine, and ensuring food safety protocols are followed.
- Effective in managing home delivery logistics and improving customer communication to foster loyalty and increase clientele.
- Commitment to continuous quality control and innovation in food and beverage offerings, staying updated with the latest hospitality trends.

- **Shater Abbas International Group**

**Position:** Assistant Restaurant Manager

**Qatar | 2010 – 2013**

**Duties:**

- Supervise daily restaurant operations, ensuring efficient workflows, effective inter-departmental coordination, and excellent customer service by addressing complaints and gathering feedback.
- Assist in recruiting, training, and scheduling staff while motivating the team, resolving conflicts, and organizing ongoing training programs to enhance skills.
- Monitor stock levels and coordinate with suppliers to ensure quality standards for food and materials, overseeing compliance with health and safety regulations.
- Support financial operations, including reporting, budget adherence, and invoicing, while implementing marketing strategies and organizing promotional events to attract customers.
- Maintain cleanliness and hygiene standards, coordinate maintenance for technical issues, and propose operational improvements, preparing performance reports and documenting incidents with solutions.

## **COURSES AND TRAINING**

- IBS Training – Cambridge | **2018**
- Restaurants Management – Cambridge | **2018**
- Award in food safety – Basic food Hygiene – Boecker | **2018**
- HACCP – Boecker | **2015**