



Mohamed Gamal Elden Yasin

Restaurant General Manager | Strategic & Operational Excellence in Hospitality

+974 55188143

| mohamad.gamal97@yahoo.com

| Doha, Qatar

Profile Summary:

Dynamic and resourceful Restaurant General Manager with extensive experience in leading restaurant operations across various business sectors including strategic, financial, operational, and marketing planning. Proven track record in optimizing restaurant management for maximum revenue, ensuring compliance with operational brand and legal requirements, and enhancing team performance. Skilled in managing daily operations, implementing business plans, adhering to WHS regulations, and generating comprehensive reports.

Professional Skills:

- Hospitality & Tourism Management
- Customer Support Needs
- Work Health and Safety (WHS)
- Solid Communication Skills
- Strong Managerial Skills
- Serve Safe Certification
- Operational Management
- Strong Work Ethic
- Negotiation Skills
- Self-Monitoring
- Basic Safety Training
- Multitasking
- Decision-making & Effective Team Management
- Excellent Customer Service
- Willingness to Learn
- Teamwork
- Train the Trainer Skills

Work Experience:

Restaurant General Manager

IHOP Restaurant - Qatar | Eagle Landing International Company

October 2023 – Present

- Lead and motivate a high-performance team, ensuring consistent training and development.
- Oversee daily restaurant operations, including inventory management, scheduling, and quality control.
- Manage the restaurant's financial performance by budgeting, controlling costs, and optimizing revenue.
- Enhance guest satisfaction by maintaining high standards of food quality, cleanliness, and service.
- Ensure adherence to all health, safety, and regulatory requirements, maintaining a safe environment for employees and customers.

Assistant Operations Manager

Triple Trend Design House Company | Sea Soul Kitchen

March 2023 - September 2023

- Supervised employees, directed training, and monitored performance to ensure smooth restaurant operations.
- Managed the maintenance and repair schedules of restaurant appliances and infrastructure.
- Enforced food safety standards, and monitored proper storage, handling, and disposal of food items.
- Conducted daily restaurant visits to evaluate operations and improve service standards.
- Held teams accountable to sales and profit goals, ensuring consistent quality and performance.

Area Manager

Aurora Hospitality | Exit 55

January 2022 - March 2023

- Estimated food costs and monitored product and service quality across multiple branches.
- Managed assigned restaurants to achieve sales and profit targets, implementing operational procedures.
- Reviewed financial statements and performance data to identify areas for improvement.
- Supervised store managers, ensuring excellent service and food quality.
- Conducted periodic visits to branches, analyzing inventory and ensuring cost goals are met.

Restaurant General Manager

Chili's Restaurant – Qatar

December 2020 - December 2021

- Monitored and controlled inventory levels, food costs, and labor costs to achieve financial targets.
- Ensured compliance with health and safety regulations, maintaining a clean and organized environment.
- Managed all aspects of the restaurant, including front and back of house operations.
- Developed and implemented operational policies and procedures to optimize efficiency.
- Delivered excellent customer service, obtained customer feedback, and maintained strong communication.

General Restaurant Manager/Acting Area Manager

TGI Fridays – Qatar Food Company Americana | Doha, Qatar

September 2005 - November 2020

- Managed customer relationships and indirect sales channels, supporting new restaurant openings.
- Controlled food costs by verifying ordering systems and maintaining portion standards.
- Motivated and supported restaurant managers on staffing and business management.
- Ensured guest satisfaction and resolved customer complaints promptly.
- Analyzed sales team performance and evaluated sales strategies, implementing improvements.

Education & Training: ---

Tourism & Hotel Institute, 1993

British Academy – Cairo, Egypt

- Global TGI Fridays 2019 Food Safety Trainer Certification
- COVID-19 Americana guidelines training
- Microsoft Office and Windows applications
- P.O.S micros and M.C. system
- Shift Leadership Transition Foundation Course
- Advanced Shift Leadership Course

Languages: ---

- English: Full Professional Proficiency
- Arabic: Native/Bilingual Proficiency

Reference: ---

Available upon request