

RAMAN ALLAWADI

F&B Manager.

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Summary:

Hospitality professional with over 17 years of experience in customer service and team leadership. Spearheaded annual sales of QAR 45 million with a team of 6 managers and 180 team members. Proven ability to drive revenue growth and elevate guest experiences through strategic management and process improvement.

Professional Experience:

F&B Consultant (Head of Operations): (Premier Inn Hotel, Coffeeco factory, Royal House Cafe, 786 Café)
Doha, Qatar, Oct 2022 – Present.

- Directed a comprehensive operations overhaul, integrating financial and strategic planning to streamline processes, enhance operational efficiency, and reduce budget variances by 4%.
- Created an analytical approach to training needs assessment that analyzed the performance metrics of 18 team members and delivered tailored coaching sessions that boosted service delivery times.
- Implemented rigorous quality control measures, training over 25 staff members.
- Evolve the annual operating budget by conducting an in-depth analysis of projected revenues and expenses and ensure integration with the business plan to achieve an operational efficiency increase across all sectors.
- Directed menu planning and development, introducing strategic changes to optimize offerings based on customer preferences and market trends, which led to a 3% growth in sales and improved overall consumer satisfaction.

Operations Manager: NOOK (Fine Dine In) Restaurant, Katara, Qatar, Aug 2021 – Sep 2022

- Coordinated successful site visits for new restaurant openings within a strict timeline.
- Ensured all operational staff adhered to standardized procedures, increased opening efficiency across all the locations.
- Launched a new pricing structure that segmented products into three tiers, resulted in over 500 guest inquiries about the premium options, and contributed to overall sales growth.
- Achieved a 3% trimming in food costs by implementing enhanced inventory tracking systems and optimizing food cost management strategies.

- Administered an Innovative training program for 22 crew members, featuring real-time feedback and role-playing scenarios, such initiative has enlarged the effectiveness of ongoing workshops, supporting the continuous enhancement of service quality.
- Maintained strong relationships with vendors to ensure consistent product quality, timely deliveries, and cost-effective procurement to support smooth business operations and minimize disruptions.
- Carried through strategic labor cost control practices, including optimized scheduling and reduced overtime, achieving a 6% reduction in labor expenses while maintaining high service standards and operational efficiency.

Group Operations Manager: Yum Society, Doha, Qatar, Nov 2014- Aug 2021.

- Managed a portfolio of multiple brands; Coffeeshop Company, U Burger, Eden Specialty Coffee, Panama Specialty Coffee, Talinao Pizza & Coffee, and Milkshake Factory.
- Led new concept development by researching market trends and people preferences, designed innovative dining experiences, and collaborated with culinary and design teams, launched new concepts that boosted revenue by almost 15%.
- Enforced safety and security protocols while managing preventative maintenance and repairs, resulted in a 20% reduction in equipment maintenance costs.
- Developed and enforced the store's marketing plan and ongoing execution of all company's marketing promotions.
- Ensured strict adherence to health and safety compliance by implementing and monitoring food safety protocols, conducting regular inspections, and educating staff on hygiene standards to maintain a safe environment and meet regulatory requirements.

Area Manager: Gloria Jean's Coffees, UAE, May 2011 – Oct 2014.

- Executed and directed a squad of 60 members that supplied top-quality products with prompt, accurate, and personalized service.
- Reviewed daily financial reports and investigated variances in collaboration with accounting staff to ensure accurate record-keeping.
- Conducted and audited, weekly, and monthly inventory counts and stock reports.
- Monitored and added new strategies to achieve daily and monthly sales targets.

Store In-charge: Caribou Coffee, Bahrain, Jan 2010 – Apr 2011

- Influenced exceptional guest service by following a structured service protocol and achieved a consumer satisfaction rating of 95% based on post-interaction surveys, enhanced the overall unit's performance and reputation.
- Uplifted productivity by organizing daily briefings for prioritizing tasks, addressing issues, and finding solutions to eliminate.

Shift In-Charge: Pizza Hut, Delhi-NCR, India, Jun 2008 - Dec 2009.

Service associate: PVR Cinema, Delhi-NCR, India, Apr 2007 - May 2008.

Achievements:

- Attended a comprehensive coffee roaster and brewing course in Vienna, Austria, acquired advanced expertise in espresso extraction methods in 2017.
 - Facilitated specialized workshops at Coffee University in Dubai, mastering latte art and brewing methods; enacted learned techniques in-store, boosting daily beverage sales by 20% across three months.
 - Got recognized as the Sensory Judge in 2012 in the Barista Competition for Gloria Jean's Coffees UAE, contributed to the selection of award-winning beverages.
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Education:

- Diploma in Hotel Management, Himachal University, India.
 - Bachelor's in arts, KUK University, India.
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Skills:

Guest relations management, business development, menu engineering, budgeting, cost controlling, team building, inventory management, SOP creation & implementation, MIS setup & execution, leadership, and cost controlling.

Languages: English, Hindi, Punjabi.

Driving License: Qatar, Dubai, India.