



**ARSHAD ALI MOHAMMAD**

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## **BRIEF OVERVIEWs**

**Career objectives:** Establish myself as well as the company into a globally recognized one which is synonymous and focused towards delivering customer delights by exceeding expectation always, providing highest level of experimental services and excellent product. Identify the characteristic of effective knowledge and communication.

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*Seeking assignments in Operations/F& B Management, Coffee, Training & Brand Development with a leading organization in the hospitality & retail sector*

<b>Career Snapshot</b>
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- Around 16 years of experience in F&B operations, Catering services, Training, Recruitment, Fine dine/Casual dining/OSR Restaurants Business Development, Marketing, customer service, Catering industry etc.
- Experienced in planning, supervising and managing the entire operations including resource planning, procurement and maintenance of inventory levels for smooth functioning of all departments.
- A consistent performer with proven track record of increasing revenues and streamlining workflow.
- Expertise in designing & implementing training programs for bringing keen customer focus, high energy level and team spirit in the employees.
- Excellent written, communication, inter personal, liaison and problem solving skills with the ability to lead, train and mentor team members.

## **PROFESSIONAL EXPERIENCE**

**Al Faisal Holding(Espresso Lab)F&B Operations Manager from Nov,2022 to**

**June, 2024**



**Alrajhi Holding CO. F&B Operations Manager for a Pre opening home grown Coffee Brands & Cafes(1/2M) in Riyadh(Saudi Arabia) Companies from Sep**

**2019 to Nov 2021.**

**1/2M**

A hands on Operation Director with a proven track record developing a driving profitability in Food service | Delivery | Coffee | QSR | for global brands and start-Ups. Experience in strategic planning budgeting and Financial management on a multi-sites level. Project management of new openings, product development, people development and collaboration with potential clients and executives to achieve the Goals

**WAGAMAMA(BAHRAIN)Al azzam Group)Restaurant General Manager(From**

**Jan 2016 to Aug 2019).**



### **SUMMARY**

Responsible for managing the daily operations of our Restaurants, including the selection, development and performance management of employees. Recruitment In addition, they oversee the inventory and ordering of food and supplies, Optimize profits and ensure that guests are satisfied with their dining experience. Directly reports to the Operation Director.

- Oversee and manage all areas of the restaurants/Cafes and make final decisions on Matters of importance.
- Adhere to company standards and service levels to increase sales and Minimize costs, including food, beverage, supply, utility and labor costs.
- Responsible for ensuring that all financial (invoices, reporting) and Personnel/payroll related administrative duties are completed accurately on time and in accordance with company policies and procedures.

- Enforce sanitary practices for food handling, general cleanliness, services and maintenance of the kitchen and dining areas ensure compliance with operational standards and company policy.
- Collaborations with delivery companies like (Hunger station, Talabat, Uber eat and create SOP for Food deliveries, analyzing Accuracy of Deliveries, proper communication with Delivery companies on day today operations and uplift company service standard.
- Responsible for ensuring consistent high quality of food preparation and service. Maintain professional restaurant image, including restaurant cleanliness, proper Uniforms and appearance standards.
- Estimate food and beverage costs. Work with Corporate office staff for efficient Provisioning and purchasing of supplies. Supervise portion control and quantities preparation to minimize waste.
- Estimate food needs, place orders with distributors, and schedule the delivery of fresh food and supplies.
- Must be ServSafe certified.
- Will uphold all ServSafe guidelines.
- Ensure positive guest service in all areas. Respond to complaints, taking any and all appropriate action to turn dissatisfied guest into return guest.
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#### **Operational responsibilities**

- Ensure that proper security procedures are in place to protect employees, Guests and company assets.
- Ensure a safe working and guest environment to reduce the risk of injury and accidents. Completes accident reports promptly in the event that a guest or Employee is injured.
- Manage shifts which include: daily decision making, scheduling, planning while upholding standards, product quality and cleanliness.
- Investigate and resolve complaints concerning food quality and service.
- Provide direction to employees regarding operational and procedural issues.
- Conduct orientation, explain the Whiskey Creek Philosophy, and oversee the Training of new employees.
- Develop employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews.
- Maintain an accurate and up-to-date plan of restaurant staffing needs. Prepare schedules and ensure that the restaurant is staffed for all shifts.
- Provide strong presence in local community and high level of community involvement by restaurant and personnel.

**ABA INTERNATIONAL (A Pre opening Fine Dine Restaurants & high end Cafes )  
 (Multi unit- Manager/Trainer) 5<sup>th</sup> Dec 2011 to 15<sup>th</sup> Nov 2015- Jeddah Saudi Arabia**

#### **JOB DUTIES AND RESPONSIBILITIES AS Multi Unit Manager**

- Reporting to Operation Director
- Analyzing food cost, menu planning, market strategy.

- Planning creating all training modules, implementing and executing all Food hygiene and Food Safety Trainings.
- P&L planning budget as per market strategy.
- Implementation of Training & execute.
- Assume responsibility for all aspects of the Food & Beverage Training.
- Proactively train staff to maintain and uphold Brand standard and company policies.
- Actively work towards creating quality beverage preparation and presentation in store.
- Ensure all projects and responsibilities are completed in a timely efficient manner.
- Create schedule plan and execute on job Training.
- Excellent teaching skills of Latte & Espresso Art.
- Cultivate friendly environment passion and love about coffee.
- Excellent communication skills to deliver effective Training to implement it on the floor.
- Be a model Barista and all bar skills to lead by examples.
- Monitor Training Materials logistic from the warehouse.
- Time Management skills and ability to self direction when necessary.
- A vast Knowledge to trouble shoot the coffee machine and the Grinder.
- -Check staff punctuality.
- -monitor operating supplies and reduce spoilage and wastage.
- Track, Monitor stocks Inventory & purchase orders
- Ensured staff to follow food hygiene, Health and Safety and Licensing Regulations.
- Communicated effectively with all Restaurant staff and the delivery of Managers instructions.
- Ensured all aspects of production and presentation of service met high quality standards expected by customers.
- Received, checked and recorded the delivery of goods.
- Ensured the highest standard of customer care is delivered to all customers at the facility.
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- Coordinated and discussed plans for each function with appropriate personnel.
- Prepared and cooked food as defined by the Catering Service including any special dietary needs.
- Checked and recorded all food received, quantities of ingredients used and the number of meals produced and served.
- Ensured the Food Hygiene and Safety Regulations were followed all the time.
- Reported faults in equipment and requested necessary day to day maintenance of premises. Execute all training activities with the view of meeting the following objectives.
  - Increase the overall competence and confidence of all employees.
  - Improve company morale through morale boosting activities.
  - Finish agreed training modules and programs on time and on bud.

#### **Duties:**

- ❖ Ensure all related company policies and procedures including the store operating standards are being communicated and followed by all staff thus maintaining the safest and harmonious environment.
- ❖ Implement and maintain the high level and prompt customer service is being practiced, product knowledge and store good ambiance environment.
- ❖ Managing and controlling inventory stock level, control staff and materials costs. Monitoring daily c
- ❖ consumptions, inventory counts, ordering and deliveries.

- ❖ All proper and related training requirements are given to all staff ensuring details and information are applied to their work activities accordingly. Store and staffing performance are being monitored constantly and prepares proper action to help improve the actual and produce the maximum desired results.
- ❖ Increase store profitability by maximizing sales through seeking the best opportunities in delivering high standard of service and add-on sales. Analyze store sales performance for proper implementation of action plan.
- ❖ Assist Area Manager in review and preparations of store sales targets/budgets.
- ❖ Ensure all systems, procedures and programmers are communicated to staffs and store management and are complies with.
- ❖ Managing, motivating and developing store management and teams to deliver excellent levels of customer service, takes standards to the next level and promote the brand name.



**COFFEE REPUBLIC (A BRAND FROM LONDON)**  
**(KUWAI (FEB 2009 TO NOV 2011))**  
**(STORE MANAGER/IN-STORE TRAINER)**

**Job Summary:**

Ensures that service and store standards are met by providing customers with prompt and friendly service, quality beverages and products. As a 'lead worker' supports store management in ensuring daily operation procedures are followed by all parents during shift.

**Job Responsibilities:**

- 1) Customer Care:
  - Welcomes and connects with customers.
  - Determines customer needs and suggests appropriate product.
  - Offers customers demonstrations and samples of product encouraging customer interaction.
- 2) Quality Beverages:
  - Prepares beverages to Starbucks standard.
  - Follow health, safety guidelines for all products and service.
- 3) Store Operations:
  - Follows and takes a lead in directing others to follow, policy and procedure for operational flows at each station and in applying standards for merchandising stock rotation and storing of all products.
  - Performs and directs others to complete cleaning tasks in accordance with duty rotas and cleaning schedules.
  - Places orders to assist shift operators.
  - Assists in staff scheduling and in adjusting staffing to meet trading requirements/patterns.
- 4) Profitability:

- Follows and guides others in following cash handling procedures and till point policies.
  - Follows inventory stocking and recording guidelines.
  - Contributes to store goals for increasing sales and improving profits.
  - Assists store management with accounting and banking responsibilities.
  - Records and is accountable for store funds while running a shift.
- 5) People Development:
- Acts as a role model, providing guidance and training to store partners on all performance expectations in manual.
  - Ensures partners adhere to beverage and rest break requirements.
  - Demonstrates and ensures all policies and procedures are followed.



**STARBUCKS COFFEE (DUBAI)**  
**UAE                      JUNE 2006 TO JAN 2009**  
**SHIFT Manager/AREA COFFEE MASTER**

Job Responsibilities:

- 1) Customer Care:
  - Welcomes and connects with customers.
  - Determines customer needs and suggests appropriate product.
  - Offers customers demonstrations and samples of product encouraging customer interaction.
- 2) Quality Beverages:
  - Prepares beverages to Starbucks standard.
  - Follow health, safety guidelines for all products and service.
- 3) Store Operations:
  - Follows and takes a lead in directing others to follow, policy and procedure for operational flows at each station and in applying standards for merchandising stock rotation and storing of all products.
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  - Assists in staff scheduling and in adjusting staffing to meet trading requirements/patterns.
- 4) Profitability:

**KBR INTERNATIONAL FOOD SERVICE DIVISION U.S.A**  
**Iraq&Kuwait**  
**DFAC SUPERVISOR                      JAN-2005-MAY 2006**

**EDUCATIONAL BACKGROUND**

Currently doing correspondence MBA in Human Resource from Swami Vivekananda University  
India

Bachelor in Hotel Management 2005  
University of Technology Kolakta.

Passed H.S.C.

St.PAULS COLLEGE

KOLKATA, India 2001

#### **TRAINING&DEVELOPMENT:**

BASIC FOOD HYGIEN TRAINING

HACCP TRAINING STAGE 2

HEALTH AND SAFETY TRAINING

FOOD SAFETY&SANITATION

FIRE FIGHTING

FIRST AID

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#### **ACHEIVEMENTS**

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- Certificate of Appreciation for contributing positively and participating in the interactive Dance competition held during the National Coffee Ambassador Event KUWAIT
- Certificate of Recognition for achieving the Highest Guest Check Average during the competition held at Starbucks Coffee KUWAIT  
September-October, 2006
- Certificate in Recognition for being the Highest Add Ons Seller (4%) at Starbucks  
November, 2006
- Certificate in Recognition for being the Highest Add Ons at Starbucks  
January, 2007
- Certificate for Completing Successfully the Modules of Barista Training Program as required..
- Certificate in Recognition for being the Highest Consistent in Guest Check and Add Ons on Sale at Starbucks  
Event February, 2007
- Certificate from Middle-east Learning Department to certified me as a Learning Coach.
- Certified from Starbucks International as a Basic Operation Trainer.
- Certified from Starbucks International as a certified Barista after completing the modules and achieving more than 90% in the examination.
- Certified as a STORE MANAGER AND NEXT LEVEL FOR TRAINER AFTER COMPLETION OF MODULES AND ACHIEVING MORE THAN 95% .

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#### PERSONAL DETAILS

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Nationality : Indian  
Date of Birth : 1<sup>ST</sup> FEB, 1984  
Gender : Male  
Marital Status : Married  
Religion : Islam  
Passport No : S9831310  
Date of Issue : 19/11/2018  
Date of Expiry : 18/11/2028  
Languages : English, Hindi, Urdu, and Arabic

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#### PERSONAL SKILLS

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Can provide excellent customer service  
Can perform and lead with responsibility  
Team work and independently too  
High personal and inter-personal skills  
Work to achieve organizational goals  
Self-motivational in planning and decision