

ELSAYED AHMED ELSHENNAWY



Qassim, Saudi



+966560785942



mooka.sisoo@gmail.com

PROFESSIONAL SUMMARY

Fifteen years of dedicated expertise in hospitality industry, specializing in restaurant management within QSR fast food sector across GCC countries, including Saudi Arabia and Oman. Results-driven leader specializing in team development and operational efficiency. Proven track record in enhancing sales performance through strategic customer relationship management. Strong ability to implement effective processes that drive growth and improve team dynamics.

SUMMARY OF COURSES & CERTIFICATES

- A. Course in Human Resources Management and Development.
- B. Course in the Personnel Affairs Department.
- C. Experience certificate as Assistant Manager Operations from Cinepolis Cinemas Gulf Oman.

LANGUAGE

Arabic (Mother Tongue):

English (Good Command Both
Spoken and Written):

WORK HISTORY

Area Manager, 05/2024 - current

Shubak Shawarma, Qassim

- Coordinate daily administrative, operational, opening, and closing functions.
- Led initiatives in team development to boost operational efficiency and sales performance. Utilised strategic customer relationship management to enhance growth metrics. Established effective processes that positively impacted team dynamics and productivity.

Store Manager & Openings Manager, 03/2022 - 05/2024

Shawarma & More Restaurants, Madina , Saudi

- Administer daily operational, closing, and opening tasks
- Specialised in team development, resulting in increased operational efficiency. Utilised strategic customer relationship management to boost sales performance. Established effective processes that enhanced growth and improved team collaboration.

SKILLS

- Windows XP interface
- leadership in technology

Assistant Manager Operations, 08/2018 - 10/2019

Cinepolis Cinemas Gulf Salalah Sultanate Oman, Oman, Salalah

- Conduct daily operations including opening, closing, and administrative responsibilities.
- Carrying out all projection-focused duties.
- Facilitate achievement of cinema guest service and financial targets for General Manager and Senior Manager.

Restaurant Manager, 01/2016 - 01/2018

Happy Chicken Fast Food Restaurant, Khamis Mushiet, Saudi Arabia

- Evaluate staff performance and deliver constructive feedback to enhance productivity.
- Cultivate restaurant's positive image and recommend strategies for enhancement.
- Manage operational costs while pinpointing strategies to minimise waste.

Assistant Restaurant Manager, 01/2014 - 01/2016

Happy Chicken Restaurant, Abha, Saudi Arabia

- Inform Operations Manager regarding team activities
- Assisted in supervising staff, ensuring outlets operated smoothly and profitably. Distributed responsibilities among staff to streamline operations.

Restaurant Supervisor FOH & BOH, 01/2012 - 01/2014

Happy Chicken, Abha, Saudi

- Facilitated smooth operations across all outlets through effective staff supervision.\nDelegated tasks to staff to maintain high efficiency.

Restaurant Cashier cum Supervisor FOH, 01/2010 - 01/2012

Happy Chicken, Khamis mushiet, Saudi Arabia

- Oversaw all front and back of house restaurant operations to maximise efficiency. Promoted excellent service to ensure high levels of customer satisfaction.
- Address customer complaints with professionalism and tact

EDUCATION

Bachelor's Degree, Law, 05/2007

Tanta university - Tanta, Egypt