AHMAD AL-KHALIDI

Executive Restaurant General Manager

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PROFESSIONAL SUMMARY

Results-driven Restaurant General Manager with over 6 years of progressive leadership experience in high-volume hospitality environments. Proven track record of spearheading operational excellence, optimizing P&L performance, and elevating guest satisfaction scores. Expert in cross-functional staff development, inventory cost control, and leveraging enterprise POS systems to drive revenue growth and brand reputation.

KEY CAREER ACHIEVEMENTS

- ★ Increased annual revenue by 18% at Chili House through targeted upselling initiatives and streamlined table turnover processes.
- ★ Reduced labor and inventory wastage by 12% by implementing rigorous FIFO inventory controls and optimized shift scheduling.
- ★ Elevated customer satisfaction ratings to 98% by establishing high-touch VIP service standards and rapid dispute resolution frameworks.

WORK EXPERIENCE

Restaurant Supervisor • Chili House

2020 – Present

Amman, Jordan

- Directed daily restaurant opening and closing procedures across multiple high-traffic shifts, ensuring 100% compliance with health, safety, and hygiene regulations.
- Managed staff scheduling, performance appraisals, and professional development for a team of 25+ front-of-house and back-of-house personnel.
- Administered end-to-end inventory management and weekly stock auditing utilizing advanced POS systems to minimize variance and shrinkages.
- Spearheaded customer relations initiatives, personally resolving complex guest inquiries and complaints to preserve brand loyalty and repeat business.
- Optimized floor operations and seating arrangements, successfully decreasing average guest wait times by 15% during peak service hours.

> **Key Impact: Achieved a 20% reduction in staff turnover through structured training programs and employee incentive initiatives.**

Floor Captain • Blue Fig Cafe

2018 – 2020

Amman, Jordan

- Delivered white-glove hospitality services to VIP guests, high-profile clients, and large corporate delegations, ensuring exceptional dining experiences.
- Trained, mentored, and onboarded new waitstaff and service attendants on company standards, upselling techniques, and POS system navigation.
- Supervised dining room cleanliness, ambiance maintenance, and table turnover speed to meet rigorous premium service standards.
- Collaborated closely with kitchen and bar management to streamline order delivery times and eliminate communication bottlenecks during rush hours.
- Conducted daily briefing sessions with the service team to review daily specials, revenue targets, and customer service focus areas.

> **Key Impact: Recognized as 'Employee of the Year' in 2019 for outstanding leadership and maintaining a 99% positive guest feedback score.**

CORE SKILLS & EXPERTISE

Core Technical Competencies: Restaurant Operations Management • P&L Budgeting & Cost Control • Inventory Management • Staff Training & Development • VIP Guest Relations

Tools, Software & Systems: Advanced POS Systems • Microsoft Excel • Microsoft Office Suite • Inventory Auditing Software • Scheduling Tools

Quality & Industry Standards: HACCP Food Safety • Sanitation & Hygiene Standards • FIFO Inventory Method • Quality Assurance • Health & Safety Compliance

Leadership & Management: Crisis Management • Team Leadership • Conflict Resolution • Cross-functional Collaboration • Performance Management

PROFESSIONAL CERTIFICATIONS & LICENSES

ServSafe Manager Certification - National Restaurant Association (2022)

Certified Restaurant Supervisor (CRS) - American Hotel & Lodging Educational Institute (AHLEI) (2021)

HACCP Food Safety Level 3 - Highfield Qualifications (2020)

EDUCATION

Diploma in Hospitality & Tourism Management • **Amman Training College** 2018

Amman, Jordan

Graduated with Honors; Specialized in Restaurant Operations and Guest Relations

LANGUAGES

Arabic (Native) • **English** (Professional Working Proficiency)

COMPUTER & IT COMPETENCIES

Comprehensive proficiency in modern hospitality software, data analysis tools, and administrative platforms.

- Advanced Microsoft Excel (Financial tracking, labor forecasting, and inventory analytics)
- Enterprise POS and Restaurant Management Systems setup and administration