RADWAN SAMEH AHMAD SADER

Assistant Operations & Restaurant Manager

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PROFESSIONAL SUMMARY

Results-driven and dedicated Assistant Operations & Restaurant Manager with extensive expertise in hospitality operations, team leadership, and quality assurance. Proven track record of optimizing inventory turnover via FIFO systems, elevating customer service standards, and successfully driving efficiency metrics. Adept at managing front-of-house operations, conducting staff training programs, and ensuring strict compliance with HACCP food safety standards. Recognized for sharp crisis management skills, operational cost reduction, and fostering high-performing cross-functional teams in fast-paced environments.

KEY CAREER ACHIEVEMENTS

- ★ Spearheaded operational optimization strategies, successfully curtailing order waiting times by 20% during peak service hours.
- ★ Engineered robust inventory management and waste reduction initiatives, yielding a 15% drop in operational waste and optimized stock control.
- ★ Achieved a flawless 100% compliance audit score in rigorous HACCP food safety and quality control assessments.
- ★ Trained, mentored, and supervised a high-performing team of 15+ service staff, boosting team productivity and service consistency.

WORK EXPERIENCE

Assistant Operations & Restaurant Manager • Al-Ghoroub Restaurant & Cafe

2022 – Present

Amman, Jordan

- Direct front-of-house operations, guest relations, and daily service workflows to deliver exceptional dining experiences and uphold brand standards.
- Supervise, schedule, and empower a diverse team of 15 service professionals, driving engagement, accountability, and continuous skill development.
- Implement and oversee rigorous inventory control processes utilizing the FIFO (First-In, First-Out) method, significantly reducing spoilage and holding costs.
- Enforce stringent quality assurance, food safety, and sanitation benchmarks across all shifts, ensuring zero safety violations.
- Collaborate with senior management to optimize operational expenditures, streamline resource allocation, and enhance overall profitability.

> **Key Impact: Reduced operational waste by 15% through precision inventory tracking and advanced FIFO stock rotation methodologies.**
>
> **Key Impact: Successfully achieved a 100% compliance rating in comprehensive HACCP safety and quality audits.**

Head Waiter / Floor Captain • Al-Diwan Hospitality Restaurants

2020 – 2022

Amman, Jordan

- Managed floor operations during high-traffic shifts, orchestrating table allocations and ensuring seamless communication between front-of-house and kitchen staff.
- Designed and executed comprehensive onboarding and training programs for newly hired service staff, accelerating time-to-productivity.
- Resolved guest inquiries and escalated service issues swiftly and professionally, maintaining exceptional customer satisfaction ratings.
- Monitored service quality and adherence to hospitality standards, providing actionable feedback to team members to elevate performance.

> **Key Impact: Accelerated order fulfillment efficiency and curtailed customer wait times by 20% through optimized floor navigation and seating management.**

CORE SKILLS & EXPERTISE

Core Technical / Functional Skills: Restaurant Operations Management • Front-of-House (FOH) Leadership • Inventory & Stock Control • Shift Scheduling & Resource Allocation • Customer Service Excellence • Quality Assurance & Control • Cost Reduction & Waste Management

Tools, Software & Platforms: Point of Sale (POS) Systems • Inventory Management Software • Digital Reservation Systems • Microsoft Excel • Microsoft Word • Reporting & Analytics Dashboards

Industry Methodologies & Standards: HACCP Food Safety Standards • FIFO (First-In, First-Out) Inventory Method • Lean Hospitality Practices • Health & Safety Compliance • Standard Operating Procedures (SOPs)

Leadership & Executive Competencies: Crisis Management • Working Under Pressure • Staff Training & Mentorship • Cross-functional Leadership • Problem Solving • Conflict Resolution

PROFESSIONAL CERTIFICATIONS & LICENSES

Certified Food Safety Manager (HACCP) - Global Food Safety Initiative Accredited Body (2022)

Advanced Hospitality Operations & Leadership Credential - Amman University College Professional Training Center (2022)

ServSafe Restaurant Manager Certification - National Restaurant Association (2021)

EDUCATION

Diploma in Hospitality Management & Hotel Operations • **Amman University College for Applied Financial and Managerial Sciences** 2022

Amman, Jordan

Focused on Restaurant Operations, Food Safety, and Hospitality Administration

KEY PROJECTS

Operations & Waste Reduction Optimization Initiative (Project Lead)

Technologies: FIFO Systems, Inventory Management Tools, POS Analytics

Spearheaded a comprehensive operational overhaul at Al-Ghoroub Restaurant to audit stock turnover rates, refine order-taking workflows, and implement strict waste-tracking protocols, resulting in a 15% reduction in material waste and a 20% speed-up in order turnaround times.

LANGUAGES

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