RADWAN SAMEH AHMAD SADER

Assistant Operations and Restaurant Manager

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PROFESSIONAL SUMMARY

Dynamic and results-driven Assistant Operations and Restaurant Manager with extensive expertise in hospitality operations, inventory optimization, and quality assurance. Proven track record of enhancing front-of-house efficiency, reducing operational waste by 15%, and slashing order turnaround times by 20% through rigorous implementation of FIFO systems and cross-functional staff training. Adept at managing high-volume dining environments, leading 15+ multidisciplinary team members, and maintaining 100% adherence to international food safety and HACCP regulations. Recognized for exceptional leadership under pressure, seamless crisis management, and driving bottom-line profitability while elevating customer satisfaction scores.

KEY CAREER ACHIEVEMENTS

- ★ Engineered and executed workflow optimizations that successfully reduced customer order wait times by 20% during peak operational hours.
- ★ Spearheaded waste reduction initiatives, cutting operational inventory waste by 15% via strict FIFO inventory control and systematic tracking.
- ★ Achieved a flawless 100% compliance audit score on HACCP food safety and quality assurance inspections.
- ★ Trained, mentored, and directed a high-performing team of 15+ hospitality professionals, boosting overall staff retention and service execution consistency.

WORK EXPERIENCE

Assistant Operations and Restaurant Manager • **Al-Ghoroub Restaurant & Cafe** **2022 – Present**

Amman, Jordan

- Direct daily front-of-house and back-of-house operations, ensuring seamless service delivery, optimal resource allocation, and adherence to brand standards.
- Supervise, schedule, and empower a diverse team of 15+ service staff, fostering a culture of excellence, high accountability, and customer-first service.
- Oversee comprehensive inventory control and stock management utilizing FIFO methodologies, drastically minimizing spoilage and reducing operational waste by 15%.
- Enforce strict quality control standards, resulting in a consistent 100% pass rate on health, safety, and HACCP regulatory audits.
- Streamline order-taking and fulfillment processes, successfully accelerating table turnaround times and reducing customer wait times by 20%.

Key Impact: Optimized supply chain and stock rotation processes, saving thousands in annual inventory costs while maintaining zero stockouts during peak seasons.

Head Waiter / Floor Captain • **Al-Diwan Hospitality Restaurants** 2020 – 2022

Amman, Jordan

- Managed floor operations, coordinated table seating, and handled guest relations to ensure an exceptional fine-dining and casual-dining customer experience.
- Designed and implemented structured onboarding and training programs for all incoming front-of-house personnel, accelerating time-to-productivity by 30%.
- Acted as the primary escalation point for customer inquiries and service recovery, successfully resolving complex issues with diplomacy and tactical problem-solving.
- Collaborated closely with kitchen and management teams to synchronize order delivery and maintain pristine dining room standards during high-traffic shifts.
- Monitored team performance and service metrics, delivering constructive feedback that elevated overall guest satisfaction ratings.

> ⚡ **Key Impact: Recognized as top-performing floor captain for exceptional customer feedback scores and flawless service execution under high-pressure conditions.**

CORE SKILLS & EXPERTISE

Core Technical / Functional Skills: Restaurant Operations Management • Shift Organization & Scheduling • Inventory Control & Auditing • Customer Service Excellence • Quality Assurance & Control • Staff Training & Development • Vendor & Supply Chain Coordination

Tools, Software & Platforms: Point of Sale (POS) Systems • Inventory Management Software • Digital Reservation Platforms • MS Office Suite (Excel, Word) • Employee Scheduling Tools • Reporting & Analytics Dashboards

Industry Methodologies & Standards: HACCP Food Safety Standards • FIFO Inventory System • Lean Hospitality Operations • Occupational Health & Safety • Standard Operating Procedures (SOPs)

Leadership & Executive Competencies: Crisis Management • Working Under Pressure • Strategic Planning • Conflict Resolution • Cross-functional Leadership • Time Management

PROFESSIONAL CERTIFICATIONS & LICENSES

Certified Food Safety Manager (HACCP) - International Food Safety Council (2022)

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

ServSafe Food Handler Certification - National Restaurant Association (2021)

EDUCATION

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

Amman, Jordan

Focused on Restaurant Operations, Food Safety Standards, and Hospitality Administration

KEY PROJECTS

Operations & Inventory Streamlining Initiative (Project Lead)

Technologies: FIFO Framework, POS Analytics, Inventory Auditing Software

Redesigned the restaurant's entire inventory tracking and shift rotation workflow, integrating rigorous FIFO principles that reduced operational waste by 15% and accelerated inventory audit accuracy.

Front-of-House Service Excellence Program (Lead Trainer & Supervisor)

Technologies: HACCP Guidelines, Customer Experience Frameworks

Developed a comprehensive training manual and mentorship program for 15+ staff members, standardizing service delivery protocols and cutting customer wait times by 20% across peak dining hours.

LANGUAGES

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