RADWAN SAMEH AHMAD SEDER

Assistant Operations & Restaurant Manager

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PROFESSIONAL SUMMARY

Results-driven and highly capable Assistant Operations & Restaurant Manager with extensive experience in leading high-volume hospitality venues, optimizing front-of-house operations, and implementing strict quality assurance standards. Proven track record of spearheading inventory optimization via FIFO, reducing operational waste by 15%, and accelerating service delivery times by 20%. Holds a Diploma in Hospitality Management and Operational Operations from Ammon Applied University College, combined with advanced expertise in HACCP compliance, team leadership, and cross-functional workflow enhancements. Adept at crisis management, staff development, and driving superior customer satisfaction metrics in fast-paced environments.

KEY CAREER ACHIEVEMENTS

- ★ Accelerated order fulfillment speed by 20% through optimized floor management and strategic staff shift allocation during peak operational hours.
- ★ Engineered and implemented a rigorous inventory control and FIFO protocol that successfully slashed operational waste by 15%.
- ★ Achieved a flawless 100% compliance score in comprehensive HACCP safety and quality health inspections.
- ★ Trained, mentored, and supervised a high-performing team of 15+ hospitality professionals, boosting overall staff retention and service execution quality.

WORK EXPERIENCE

Assistant Operations & Restaurant Manager • **Sunset Restaurant & Cafe** **2022 – Present**

Amman, Jordan

- Direct front-of-house and daily operational workflows, providing hands-on leadership to a team of 15 service and culinary professionals to ensure flawless execution during peak business hours.
- Oversee comprehensive inventory control, supply chain tracking, and stock auditing utilizing advanced FIFO (First-In, First-Out) methodologies to curb spoilage and control costs.
- Enforce stringent quality control standards, resulting in a perfect 100% rating on official HACCP safety and sanitation regulatory audits.
- Optimize table turnover rates and streamline communication between kitchen and service staff, directly curtailing order wait times by 20%.
- Resolve escalated customer inquiries and service challenges swiftly, maintaining an exceptional patron satisfaction rate and fostering brand loyalty.

> **Key Impact: Slashed overall inventory shrinkage and operational waste by 15% through meticulous stock management systems and rigorous daily audits.**

Floor Captain & Team Lead • **Al-Diwan Hospitality Restaurants** 2020 – 2022

Amman, Jordan

- Supervised dining room activities and coordinated floor operations to guarantee seamless service delivery and high guest satisfaction standards.
- Designed and executed structured onboarding and training programs for incoming staff, accelerating time-to-productivity for new hires by 25%.
- Monitored service quality, staff grooming, and table management, actively stepping in to support service during high-volume rushes.
- Collaborated with senior management to streamline daily shift schedules, optimizing labor cost ratios while maintaining adequate floor coverage.
- Handled point-of-sale (POS) terminal transactions, end-of-day reconciliation reports, and cash handling protocols with absolute accuracy.

> **Key Impact: Recognized for exceptional leadership in training and mentoring over 20 new hospitality staff members over a two-year tenure.**

CORE SKILLS & EXPERTISE

Core Technical / Functional Skills: Operations Management • Shift Scheduling & Planning • Inventory & Stock Control • Quality Assurance & Control • Guest Relations & Customer Service • Cost Reduction & Waste Minimization • Floor Management

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

Industry Methodologies & Standards: HACCP Food Safety Standards • FIFO (First-In, First-Out) Inventory • Lean Operations • Standard Operating Procedures (SOPs) • Food Safety & Sanitation Protocols

Leadership & Executive Competencies: Team Leadership & Mentorship • Crisis Management • Working Under Pressure • Cross-functional Collaboration • Conflict Resolution • Time Management

PROFESSIONAL CERTIFICATIONS & LICENSES

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

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

ServSafe Food Protection Manager Certification - National Restaurant Association (2021)

EDUCATION

Diploma in Hospitality Management and Hotel Operations • **Ammon Applied University College** 2022

Amman, Jordan

Focused on Food & Beverage Management, Hospitality Operations, and Safety Compliance

KEY PROJECTS

Restaurant Workflow & Inventory Optimization Initiative (Project Lead)

Technologies: FIFO Methodology, POS Systems, HACCP Guidelines

Spearheaded a comprehensive restructuring of the establishment's inventory tracking and service fulfillment processes, implementing digital POS tracking and strict FIFO protocols that reduced operational waste by 15% and accelerated order turnaround by 20%.

LANGUAGES

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