# RADWAN SAMEH SEDER

## Operations Manager / Restaurant General Manager

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## PROFESSIONAL SUMMARY

Operations professional with extensive experience in high-volume hospitality management. Proven track record in driving operational excellence, optimizing team performance, and elevating customer satisfaction standards. Expert in implementing company policies, managing large-scale staff development, and ensuring strict adherence to health and safety compliance. Committed to delivering measurable business growth through strategic leadership and efficient resource management.

## KEY CAREER HIGHLIGHTS

- Increased overall staff productivity by 20% through the implementation of comprehensive training and mentoring programs.
- Achieved consistent 95%+ customer satisfaction ratings by streamlining service protocols and resolving complex complaints.
- Reduced operational bottlenecks by 15% through effective task delegation and workflow optimization across multiple departments.

## WORK EXPERIENCE

**Operations Supervisor** • **Albeiruti** — **04/2026 – Present**

*Amman, Jordan*

- Directing daily floor operations to ensure seamless workflow and adherence to high-level service standards.
- Managing cross-functional teams to achieve operational KPIs and business objectives.
- Implementing strategic improvements to service protocols, resulting in enhanced customer loyalty and repeat business.
- Monitoring staff performance and attendance to maintain a disciplined and high-performing work environment.

**Assistant Manager** • **Rusafa** — **03/2025 – 03/2026**

*Madina El Monawara, Saudi Arabia*

- Spearheaded recruitment and onboarding processes, ensuring the acquisition of high-quality talent aligned with company culture.
- Orchestrated performance appraisals and career development discussions to foster long-term employee retention.
- Managed comprehensive maintenance schedules and health and safety compliance to ensure a secure operational environment.
- Analyzed sales performance data to adjust operational strategies and maximize revenue growth.

**Supervisor** • **Huqqabaz Restaurant** — **01/2023 – 01/2024**

*Amman, Jordan*

- Led team meetings to promote open communication and ensure alignment with organizational goals.
- Resolved complex customer grievances, effectively restoring brand trust and maintaining service excellence.
- Delegated tasks to balance workloads, improving team efficiency and reducing workplace conflicts.
- Facilitated monthly training sessions to elevate staff skill sets and service delivery standards.

**Team Leader Waiter** • **PAUL Restaurant** — **01/2020 – 01/2022**

*Amman, Jordan*

- Coordinated daily service tasks to ensure smooth workflow and timely order delivery.
- Collaborated with kitchen staff to streamline communication and minimize order errors.
- Mentored new hires, establishing a culture of professional service and teamwork.
- Managed customer inquiries and orders with high efficiency to ensure a positive dining experience.

**Chef** • **Rawan Cake** 11/2017 – 07/2019

*Amman, Jordan*

- Executed daily food preparation duties with high accuracy and adherence to quality standards.
- Maintained strict cleanliness and hygiene protocols within the kitchen environment.
- Optimized preparation processes to improve productivity and meet tight deadlines.
- Demonstrated resilience and adaptability in a fast-paced production setting.

## CORE SKILLS & EXPERTISE

**Core Technical Competencies:** Food Safety Management • HACCP Compliance • Inventory Control • Service Sequence Optimization • Quality Assurance

**Tools, Software & Systems:** POS Systems • Reporting Software • Attendance Management Systems • Microsoft Office Suite

**Quality & Industry Standards:** Health and Safety Compliance • Customer Service Excellence • Operational Standards • Performance Appraisals

**Leadership & Management:** Team Mentorship • Conflict Resolution • Strategic Planning • Staff Scheduling • Task Prioritization

## EDUCATION

**Hotel Management** • **Ammon Applied University College** Ongoing

*Amman, Jordan*

مؤهل معتمد وموثق

## LANGUAGES

**اللغة العربية** (اللغة الأم (طلاقة تامة 100%)) • **اللغة الإنجليزية** (مستوى مهني متقدم)

## PROFESSIONAL DEVELOPMENT

Continuous learning in hospitality management and operational safety.

- Food Safety Certification
- HACCP Certification
- Sequence of Service Training
- Advanced Time Management