

Mohamed HASEN

- Dammam, KSA
- Mobile: 0542559794 - 0599794944
- Mohamedhassen20177@Gmail.Com

Objective

Seeking a challenging position in a Multi-National Comp where my practical experience background and interpersonal skills are well developed and utilized.

Restaurant General Manager

- Over 10 Years of experience leading Hardees Restaurant Team.
- Professional Summary Efficient Hardees Restaurant Manager capable of assessing customer need managing inventory and preparing staff schedules. Adept at meeting immediate needs in a timely efficient manner. Specialize in skillful staff management in frequently fast paced settings.
- Managed the operations of fast food restaurant including preparing orders, training staff, budget management, maintaining records, and addressing customer concerns

PROFESSIONAL QUALIFICATIONS

- Over 9.5 years of experience working as a Hardees Restaurant General Manger.
- Highly skilled in providing supervision and support to restaurant staff.
- In depth knowledge of ensuring a professional level of customer services
- Hands on experience in food management and ensuring a healthy and safe environment
- Proficient in undertaking financial functions in order to ensure that the restaurant is self-sustaining

LEADERSHIP

- Ability to manage multiple priorities
- Strong leadership and motivational skills
- Self directed
- Excellent customer services skills
- Exceptional communication skills

Professional Experience

HARDEES MANAGER | AMERICANA COMPANY, KSA | DECEMBER 2010 – PRESENT

- Ensure delivery of budgeted sales and sustained growth
- Champion customer service standards
- Optimize stock availability
- Manage, motivate and develop staff skills
- Recruit an effective customer services and kitchen team
- Ensure health and safety requirements are met
- Provide regular briefings to staff
- Assign staff shifts
- Ensured that cleanliness standards were upheld.
- Handled any customer service complaints.
- Monitored inventory of supplies.
- Mingled with customers on a daily basis.
- Determined employee schedules and handled time off requests.
- Prepared required reports in a timely manner.

- Managed and processed customer orders.
- Tracked daily revenue and prepared related weekly and monthly reports.
 - Supervised staff and ensured that all health and safety codes were followed.
 - Complied with OSHA standards.
 - Prepared quality assurance reports.
 - Ensured that optimal level of customer service was provided
 - Monitored supplies of food beverages and napkins.
 - Prepared annual staff performance reports.
 - Verified daily cash register receipts.
 - Leader of opening team for two restaurant
 - Remained on-site for required food safety and cleanliness inspections.
 - Assisted staff duties on a daily basis.
-

KEY ACCOMPLISHMENTS

- Collaborated efforts with all branches of HARDEES to ensure uniformity of services provides
 - Increased customer satisfaction by 33% by introducing new deals of meal providing training support to staff
-

Courses

- Handling Customer complain
 - Sales Drive
 - Successfully leading you to Success
 - Sales Forecasting
 - Communication skills
 - Delegation
 - achieve Breakthrough result
 - Labor management
 - Time management
 - Business skills program
 - How we work together
-

TECHNOLOGY

Software: MS Office (Word, Access, Excel, PowerPoint)

EDUCATION

First University Degree : B.Sc. of hotels management

- **University:** fayoum
- **Faculty:** tourism and hotels
- **Major:** hotels & restaurants management
- **Graduation Grade:** good
- **Graduation Year:** 2010

AMERICANA JOURNEY :

- JOIN AMERICANA COMPANY AT DECEMBER 2010 AS CREW SUPERVISOR
- JUNE 2012 PROMOTED TO ASSETNIN MANGER
- FROM JANURY 2013 ACT AS RESTURANT MANGER
- OPENING MANGER FOR HARDEES FAYSLYIA JAN 2013
- TRANINING RESTURANT MANGER IN APRIL 2014 HARDEES FAYSLYIA
- RECRTIFACTE AS TRANINING RESTURANT MANGER AGUST 2015
- OPENING MANGER FOR HARDDEES SAKAKA JANURY 2016
- HARDEES KHOBER MANGER FROM APRIL 2016 TO JUNE 2017
- HARDEES JESSER MANER FROM AGUST 2017 TO DECEMBER 2018
- HARDEES FAYSLYIA MANAGER FROM JAN 2019 UP TO December 2020
-