

SHADY ASHRAF SALAH

Assistant Head of Operation Manager

Shadyashraf07@gmail.com

Riyadh Saudi Arabia +966506879248

Assistant Head of Operation with experience managing a high quality and fast-paced restaurant. Ability to manage the company budget, to train staff to the highest standards of customer service, ensuring increased customer satisfaction, reduced staff turnover rates, and a rise in sales through up selling techniques. Looking to use my strong leadership skills and proven track record of assisting restaurants achieve new levels of profitability and efficiency for your establishment

EXPERIENCE

Assistant Head of Operation Manager, April/2022 to present
The Burger's Origin, Saudi Arabia with a 55 store around kingdom
Area operation manager, March/2021 until April/2022
THE BURGER'S ORIGIN, SAUDI ARABIA

2015 - 2021 Herfy food series company, Saudi Arabia

From March 2015 to May 2017 assistant manager
From May 2017 to February 2019 store manager
From February 2019 April/2021 multi-unit manager

2014 – 2015 KFC Egypt assistant manager, Egypt, Cairo

Recruitment was done directly after graduation directly

2012 - 2013 Hardee's, EGYPT faculty training, Egypt, Cairo

Under managerial training for one year from tourism and hotel university with monthly 198 hours
Assistant

2011 - 2012 PIZZA HUT faculty training, Egypt, Cairo

under managerial training for one year from tourism and Hotel University with monthly 198 hours

2010 – 2011 KFC Egypt faculty training, Egypt, Cairo

under managerial training for one year from tourism and Hotel University with monthly 198 hours

2011 – 2013 Ansan Center for Training and Human Resources Development, Egypt (Volunteer work)

Board member, Member of the Board of Directors

EDUCATION

Bachelor of Tourism and Hotel Management Helwan University;

Hotel management (restaurant management section)

self-learn

- Delivering Constructive Feedback
- Learn to Learn - Growth Mindset
- Time Management
- Meeting Management Leading a Restaurant
- Health and safety
- Food Safety
- training of trainer
- self-developed
- time management
- Employee morale
- Sexual harassment
- Management principles
- Physiognomy
- Psychoanalysis
- HUMAN RESOURCES COURS

SKILLS

- Business operations expertise
- Leadership
- Hospitality
- Teamwork.
- Conflict resolution techniques
- Staff scheduling
- Budgeting
- Cost-controls
- Food preparation and safety
- Staff management
- Inventory control and record keeping
- Performance improvement
- Results-oriented
- Passion for customer satisfaction