

Rami Efteha

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Summary

Dynamic and results-oriented **Restaurant Manager** with a proven track record of providing strategic and distinctive leadership to drive top-level sales and profitability in competitive markets. Demonstrates consistent achievement of performance targets through passion, determination, and initiative, supported by extensive experience and in-depth knowledge of restaurant management.

Work Experience

Restaurant Manager | Harat Alsham Restaurant, UAE

Nov 2022 - Mar 2024

- Managed daily operations, including food and beverage orders, inventory, and team supervision.
- Ensured excellent customer service and maintained a safe, compliant work environment.
- Monitored financial records to boost profitability and customer engagement.
- Promoted staff development through training and growth opportunities.

Head of Administration | Al-Tadkhl Transport and Contracting, Qatar

Apr 2021 - Oct 2022

- Coordinated the movement of goods and materials while developing efficient freight management strategies.
- Prepared transportation schedules, planned optimal routes, and handled sales and purchase contracts.
- Negotiated and regularly updated contract terms with internal and external partners.
- Ensured all contracts complied with company policies and clarified terms to relevant parties.

Operation Manager | Jeneen Sweet Trading, Qatar

Jul 2018 - Oct 2019

- Supervised food preparation operations, ensuring quality and portion sizes met excellence standards.
- Organized inventory and effectively ordered food and beverage supplies.
- Ensured kitchen and dining areas were maintained to required cleanliness standards.
- Promptly addressed and resolved employee and customer issues efficiently.

Restaurant Manager | Jeeran Restaurant, Qatar

Nov 2016 - Jun 2018

- Ensured kitchen and dining areas were maintained to specified cleanliness standards.
- Effectively dealt with and resolved employee and customer issues.
- Organized and managed inventory accurately while monitoring quality and portion sizes.
- Supervised food preparation operations and regularly requested food and beverage supplies.

Restaurant Manager | Ali Basha Restaurant, Qatar

Feb, 2016 - Nov, 2016

- Strategically planned menus and organized work schedules to optimize shift coordination.
- Managed inventory control and budget to enhance operational efficiency.
- Collaborated with food and beverage suppliers to ensure quality standards.
- Oversaw online operations while ensuring compliance with hygiene, health, and food safety standards.

Real Estate Consultant | Al-Safa Real Estate, Jordan

Feb 2014 - Jan 2015

- Analyzed market trends and demographics to identify high-demand and profitable areas.
- Consulted with clients to understand their needs, preferences, and financial concerns.
- Maintained a comprehensive database of all properties available for sale.

Operation Manager | Black Orchid Restaurant, Jordan

Sep 2008 - Jan 2015

- Reduced food and labor costs by 16% while enhancing quality and guest satisfaction.
- Ensured service excellence and cost efficiency through effective management.
- Oversaw inventory and maintained guest communication.

Owner | Saher for Export and Import, Jordan

Mar 2005 - Aug 2008

- Managed all stages of the shipping process efficiently.
- Followed up on shipments and communicated progress to customers.
- Coordinated shipping operations with customs agents for smooth international clearance.

Restaurant Manager | Casper's, Jordan

Apr 2002 - Feb 2005

- Welcomed customers and attended to their needs, ensuring exceptional service and a warm atmosphere.
- Oversaw restaurant operations during peak times to maintain efficiency and quality standards.
- Managed inventory and ordering processes to enhance sales and profitability.

Banquet Supervisor | Grand Hyatt Amman Hotel, Jordan

Feb 2000 - Mar 2002

- Supervised daily banquet activities and directed waitstaff and bar assistants.
- Communicated effectively with guests, particularly VIPs, to ensure satisfaction.
- Verified task completion by staff and assigned training to new crew members.

Host Supervisor | Hard Rock Café, Jordan

Feb 1998 - Jan 2000

- Trained and oriented new employees while creating and managing team work schedules.
- Evaluated employee performance and provided constructive feedback.
- Assisted in resolving employee issues and identified opportunities for advancement.

Waiter | Intercontinental Hotel, Jordan

Jan 1996 - Jan 1998

- Welcomed guests and ensured a comfortable dining experience while providing detailed menu knowledge.
- Took and delivered food and beverage orders promptly, ensuring guest satisfaction through effective communication.
- Maintained cleanliness of the dining area and collaborated with the team to ensure smooth service.

Education

High School | Aug 1994

- Hassan Al Barkawe School | Amman, Jordan

Professional Skills

1. **Operations Management:** Efficiently overseeing daily business functions for smooth and effective operations.
 2. **Menu Planning:** Strategically designing menus to boost sales and meet customer preferences.
 3. **Inventory Management:** Ensuring optimal stock levels while minimizing waste and costs.
 4. **Quality Control:** Maintaining high standards in food and service to ensure customer satisfaction.
 5. **Financial Analysis:** Monitoring financial performance to improve profitability and reduce costs.
 6. **Efficiency Improvement:** Streamlining operations to increase productivity and lower expenses.
 7. **Employee Management:** Leading and organizing staff to ensure optimal team performance.
 8. **Marketing Strategies:** Developing strategies to attract customers and enhance brand loyalty.
 9. **Supplier Negotiation:** Securing cost-effective deals with suppliers while maintaining quality.
 10. **Health and Safety:** Ensuring compliance with health and safety regulations.
 11. **Cost Monitoring:** Tracking expenses to optimize budget and improve profitability.
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Courses & Certifications

Luminus Technical University College | Amman, Jordan

- ISO 22000 Certification

Edrak-IBCT | Amman, Jordan

- TOT Course
- ICDL Certification
- English Language Course

Edrak-IBCT | Amman, Jordan

- MS Word
- MS Excel
- MS PowerPoint

Edraak-British Council | Amman, Jordan

- English Conversation Course
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Languages

- **Arabic:** Native/Fluent
- **English:** Excellent