



Ahmad Wishah

Nationality : Jordanian
Contact number: +962796105439
Email Adress: wishah1210@gmail.com
LinkedIn Profile: [ahmad-wishah-53a9b068](https://www.linkedin.com/in/ahmad-wishah-53a9b068)
Material Status : Married
Date Of birth : 12/10/1986
Relejion : Islam
Languages : English: Fluent Arabic: Fluent

CAREER SUMMURY

Highly motivated, dynamic and self-driven Food & Beverage (F&B) Management, possessing over 15 years' experience across Jordan, Qatar and Saudi Arabia markets. Superior leadership and interpersonal skills, with strong ability to build rapport with colleagues and teams.

Successful within high pressure, challenging and deadline focused environments, able to manage budgets, lead teams, drive exemplary customer service, develop staff, instil health & safety and achieve sales along with profitability targets.

KEY CAREER ACHIEVMENTS

- Highly experienced Team Manager, skilled training, mentoring, supervising and motivating teams of +75 employees through inspirational management style.
- Devised and implemented cost saving strategies to reduce food waste by 22%.
- Regularly over delivered profitability targets within fast paced, demanding scenarios.
- Excellent communicator highly experienced delivering key messages across public and large team environments.
- Skilled event planner, marketer and sales generator through innovative management.
- Pre-opening experience within GCC opening 4 standalone restaurants with full responsibility of recruitment, budgeting, planning, equipping kitchen & utensils from China & UAE, following the design with engineers, menu launching, Etc...

Skills

- Food & Beverage Area Management , Budget Preparation & Cost Controls, Team Management & Development Training & Mentor, Operational Management Process , Efficiencies Sales & Marketing Strategies, Profitability, Growth Supplier Negotiation, Health & Safety Compliance Customer Service, Management Menu & Food Concepts, Event Planning & Marketing, Trend Analysis Compliant & Problem Resolution

EDUCATION

- Accomplished Professional Licenses & Certifications on LinkedIn
- Level 3, Business Management Consultancy | Oplex Careers | 2019
- Level 3, Food & Beverage Management | Oplex Careers | 2018
- Bachelor Degree Hotel Management | JAU | 2010

EXPERIENCE



F&B Area Manager | ARKAN INVESTEMENTS |

New established company in Saudi markets expanding restaurants within Saudi market under restaurants brand called MERGE

SAUDI ARABIA 04/2019 – 12/2020

Lead full operational control across daily operations, spearheading food, beverage, customer service, and customer satisfaction strategies to ensure highest standards and sales targets are achieved.

Manage, inspire and develop F&B team to ensure company standards are upheld. Drive operational control within agreed budget guidelines.

- Devised growth targets, KPI's, schedules and operating policies / procedures to achieve increased process and productivity efficiencies.
- Manage budget preparation and cost analysis to ensure continual cost savings.
- Lead F&B team, utilizing clear communication and leadership skills to motivate, delegate tasks, develop and promote ownership across team environment.
- Recruit, assess, hire, train and create individual development plans to promote talent.
- Drive customer service processes to ensure exemplary customer service delivery, receiving exceptional customer feedback through guest / service orientated mentality.
- Conceived and launched successful new menus, driving purchasing cost cutting.
- Continually update food & beverage trend knowledge, applying best practice.
- Implement Health & Safety policies across operations, ensuring fast problem resolution.

Restaurants Manager | TRUFFLE HOSPITALITY | Catering & Restaurants Group company located In Qatar leading several Brands like Ard-Canaan restaurant , Canaan-gardens restaurant , Bab Al Amoud restaurant , Along with Caravans & Kiosks as well.

03/2018 – 03/2019 Doha Qatar

• Led full management of Restaurants operations, leading process efficiencies, sales growth, teams, health & safety and purchasing to ensure operational profitability. Managed administrative and financial control across Restaurants.

• Utilized current menus, ingredients, preparation methods knowledge to create enticing, and competitive menu offering.

• Devised and launched new marketing strategy to achieve operational growth.

• Managed, led, trained and developed restaurant teams across front and kitchen areas.

• Implemented quality assurance and health & safety policies across entire restaurants.

• Managed F&B purchasing, ensuring cost effective suppliers to increase profitability.

• Led financial administration, bookkeeping, maintenance and operational administration to ensure efficiencies and productivity targets were met.



Banquets & Conference Operation Manager | AMMAN ROTANA | Having about 9 meeting rooms and 1 ball room with different capacity, the maximum event can be handled is 500 Pax with back to back bushiness

02/2017—02/2018

- A responsible for directing assistant banquet managers, captains, servers, and a set-up department in the day-to-day operations of a banquet department.
- Lead the banquet department; maintaining quality standards, and anticipating and fulfilling the expectations of guests as outlined in banquet event orders. Additionally, accountable for long- and short-term planning and the day-to-day operations of my banquet department along with implementing and monitoring the department's budget.
- Managing expenses within budget constraints.
- Supervise human resources for the banquet department to retain and motivate associates; hire, train, and develop employees.
- Conduct performance and salary reviews; resolve problems; provide open operation communication.

Restaurant Operation Manager | BANANA ISLAND DOHA RESORT BY ANANTRA Pre-Opening 2nd batch | 07/2014 – 12/2016

- Delivered full leadership of F&B operational control, delivery and teams, executing purchasing ,food & beverage and team strategies to ensure industry best practice was delivered / exceeded.
- Sourced, secured and built relations with best F&B suppliers, ensuring highest quality and achieving targets products at low costs, increasing profitability
- Integrated F&B Forecasting and planning in line with business requirements, collaborating with Managing Director to ensure stock levels delivered to teams when required.
- Drove highest level of Health & Safety compliance, ensuring industry standards were met.
- Motivated, led and delivered training to F&B teams, creating succession planning to ensure top talent retained and developed.
- Devised and launched innovative menu choices, ensuring varied diet and allergy-focused menus were implemented.
- Provided highest levels of customer service delivery across all F&B operations.



ERLIER CAREER

Assistant Banquet Operations Manager | KEMPINSKI HOTEL ISHTAR DEAD-SEA | Jordan 09/2008 – 07/2014

Front of House Staff | MARRIOTT DEA-SEA RESORT | Jordan 06/2006 – 09/2008



ADDITIONAL INFORMATION

IT: MS Office, Restaurant Management & POS - Driving Licenses: Valid Jordan & Qatar Driving License