



MOHAMMAD SHQIRAT

Operation Restaurants Manager

PROFESSIONAL SUMMARY

Experienced Restaurant Operations Manager with over 18 years in 5-star hotels and luxury hospitality brands. leading multi-outlet operations including fine dining, lounges, catering, and room service. Skilled in team leadership, budgeting, cost control, menu engineering, service quality enhancement, and customer satisfaction management. Proven track record in driving operational excellence, improving profitability, and elevating service standards in high-volume environments.

CONTACT

✉ shqirat_2@yahoo.com

☎ +96655692677

📍 Saudi Arabia - Al-Khobar

LANGUAGES

- Arabic (Native)
- English (Fluent)

WORK EXPERIENCE

Operation Restaurant Manager

📌 Goldesh Hotel & Velvet Lounge 2018 – 2025

- Managed full F&B operations including main restaurant service (breakfast/lunch/dinner), room service, and catering – both outdoor & indoor banquets.
- Set operational strategies for quality control, cost management, and budgeting.
- Led staff training and performance evaluation to ensure high service standards.
- Managed purchasing coordination, supplier relations, and stock control.
- Oversaw F&B account files, expense tracking, and operational reporting.
- Directed marketing collaboration, including social media promotions and catering service development.

Restaurant Manager

📌 Warwick Hotel & Resorts 2015 – 2017

- Supervised daily restaurant operations ensuring top-tier service delivery.
- Created staff schedules, monitored performance, and enforced service excellence.
- Handled customer relations, VIP guest experiences, reservations, and complaint resolution.
- Coordinated service flow between kitchen and service teams during peak operations.
- Ensured full compliance with hygiene, health & safety standards.



CORE SKILLS

- Team Leadership & Training
- Financial Management & Budgeting
- P&L & Food Cost Control
- Menu Planning & Engineering
- Guest Relations & VIP Service
- Catering & Event Planning
- Operational Excellence & SOP Development
- Problem Solving & Crisis Handling
- Social Media & Marketing Collaboration
- Strong Communication & Customer Service
- Analytical & Project Management Skills
- Detail-Oriented & Creative Thinking

WORK EXPERIENCE

Restaurant In-Charge – Meeting Rooms & Events

Waldorf Astoria & Hilton Hotels 2013 – 2015

- Managed meeting rooms setup, guest services, scheduling, and operational follow-up.
- Prepared reports for HOD and provided updates on daily operations.
- Maintained stock accuracy, placed supply orders, and ensured smooth events execution.
- Handled VIP guest relations, reservations, and complaint management.
- Conducted pre-shift briefings and team communication.

Restaurant Supervisor

Angsana Hotel – by Banyan Tree, Dubai 2008 – 2013

- Ensured compliance with food quality, safety, and health regulations.
- Monitored inventory, supply stock, and POS performance.
- Managed customer feedback to continuously improve service delivery.
- Controlled billing accuracy and cash flow settlement.

Captain Waiter

Le Royal Hotels & Resorts

2006 – 2008

Service Team – F&B Department

InterContinental Hotel

2003 – 2006