

ABDELGAWAD TOHAMY

Food & Beverage Operations Director

📍 Riyadh, Saudi Arabia

✉ abdelgawad.tohamy@yahoo.com

☎ +966548406439

🌐 <https://www.linkedin.com/in/abdelgawad-tohamy-77320833>



EXECUTIVE SUMMARY

Seasoned F&B Operations Director with 20+ years of experience in upscale dining and hotel management. Demonstrated expertise in leading successful restaurant and café pre-openings, significantly driving revenue growth in luxury hotel settings. Skilled in strategic planning, operational optimization, and team leadership, with a strong aptitude for training and developing high-performing staff. Actively seeking a dynamic and challenging role in a leading hospitality establishment. Fluent in English and Arabic. Open to relocation opportunities.

CORE COMPETENCIES

- Operations Management
- Menu Development
- F&B Operational Efficiency
- Customer Excellence
- Team Training & Devel.
- Guest Satisfaction
- Safety Compliance
- Hospitality Management
- Strategic Planning
- P&L Responsibility
- Quality Assurance
- Inventory Management

CAREER HIGHLIGHTS

- **Strategic Pre-Openings:** Successfully launched and managed 6 diverse F&B ventures, including Kaylah Hospitality's Mediterranean lounge and Chef Delicious in Riyadh. Specialized in team leadership and innovative concept dev. from inception to success.
- **Revenue Growth & Market Focus:** Drove an average 30% revenue increase in luxury hotel settings, leveraging a deep understanding of the Gulf region, especially in KSA and Qatar, to tailor dining experiences that resonate with diverse clientele.
- **Menu Innovation & Cost Optimization:** Expert in crafting varied menus from Mediterranean cuisine to gourmet chocolates, ensuring top-tier dining experiences while implementing strategies that reduced procurement costs by 15%.
- **Operational Excellence & Team Development:** Created & implemented operational manuals, SOPs, and training programs, significantly enhancing service standards and team efficiency. Demonstrated proficiency in cross-functional coordination to maximize sales and operational efficiency.
- **Event Planning & Management:** Played a key role in organizing and delivering major events, fostering strong client relationships, and ensuring adherence to health and safety standards, along with financial accountability.

PROFESSIONAL EXPERIENCE

Kaylah Hospitality

Food and Beverage Operations Director

Riyadh, Saudi Arabia

Sept. 2020 – July, 2023

- Launched and managed a Mediterranean lounge restaurant and B&B, overseeing concept development, operation setup, and service delivery.

- Recruited, trained, and led a diverse team of 43 staff, fostering a high-performance culture with a focus on exceptional service.
- Cultivated strong relationships with clients and stakeholders, enhancing the brand's reputation through effective event management and customer engagement.
- Oversaw the financial operations, including budgeting, P&L management, and revenue target achievement, emphasizing cost control and profitability.
- Developed and managed a Mediterranean cuisine-focused menu, balancing creativity with cost-effectiveness in recipe creation and pricing.
- Directed promotional campaigns, adapting to market trends to drive revenue growth and sustain competitive profit margins.
- Authored and implemented an operation manual for dining and kitchen staff, setting up standardized procedures for consistent service quality.
- Streamlined the procurement process, negotiating with suppliers for cost savings and maintaining effective vendor relationships.
- Managed an efficient booking system, coordinating dining, kitchen, and event planning operations for optimal customer experience.
- Collaborated with interior designers to establish a unique dining ambiance and selected kitchen and bar equipment to optimize operations.
- Maintained stringent health and safety standards, ensuring top-quality food presentation and compliance with regulatory requirements.
- Consistently achieved high levels of customer satisfaction, recognized for delivering a superior dining experience and maintaining service excellence.

Chef Delicious LLS
Food and Beverage Operations Manager

Riyadh, Saudi Arabia
Jul 2019 – Sept 2020

- Launched and managed the startup and soft opening of Chef Delicious, a multifaceted F&B and Catering Company, offering top-quality Spanish, Thai, and Indian cuisines.
- Developed 32+ menu items, ensuring a diverse and high-quality culinary experience.
- Effectively communicated with Duty Managers and Supervisors to meet sales targets, taking corrective action during sales slowdowns.
- Collaborated with MIS, Finance, Purchasing, Security, and Marketing departments to maximize sales and profitability.
- Ensured all operations conformed to legal and company requirements, maintaining compliance and high standards.
- Implemented, monitored, and upgraded SOPs for the Retail and Marketing Department, exceeding performance benchmarks.
- Drove sales & profit max. through precise planning, forecasting, and resource allocation.
- Led comprehensive staff training, enhancing product knowledge & operational efficiency.
- Managed promotional programs, ensuring timely execution with all supporting materials to boost sales.
- Maintained optimal staffing levels, accommodating peak & off-peak demand efficiently.

Aani & Dani Chocolatier
Restaurant General Manager

Jeddah, Saudi Arabia
Oct 2018 – Apr 2019

- Led the startup & pre-opening of Aani & Dani Chocolatier's lounge restaurant, strategically devising the business launch strategy and establishing the operational framework.
- Developed a comprehensive branding strategy for the lounge, café, and retail sectors, significantly enhancing market visibility and brand recognition.
- Coordinated with suppliers and designers to finalize equipment selection and design layout, optimizing workflow for both kitchen and dining areas.
- Created and implemented a detailed manual of operations, including job descriptions, SOPs, and checklists for dining room and kitchen staff, ensuring smooth operational flow.
- Innovatively designed the food and beverage menus, overseeing recipe development and pricing, aligning offerings with brand identity and customer preferences.
- Directed the hiring and training of all staff, fostering a skilled and efficient team committed to exceptional service standards and operational excellence.

Godiva Chocolatier
Café General Manager

Doha, Qatar
Dec 2016 – May 2018

- Directed comprehensive operational strategies in collaboration with the Head Chef, enhancing the cafe's efficiency and culinary appeal.
- Consistently exceeded guest service expectations, contributing to a notable enhancement of the brand's reputation.
- Fostered a motivated and goal-oriented team environment, ensuring high performance and staff development.
- Maintained strict adherence to health and safety regulations, upholding superior standards of cleanliness and compliance.
- Led innovative marketing and promotional activities, increasing customer engagement and driving revenue growth.

Shatter Abbas Restaurants
Restaurant General Manager

Doha, Qatar
Oct 2015 – Oct 2016

- Managed day-to-day operations, ensuring optimal service quality and guest satisfaction in a fast-paced restaurant setting.
- Developed effective strategies for staff training and performance management, creating a cohesive and skilled team.
- Implemented cost-control measures, efficiently managing resources to optimize financial performance.
- Cultivated a culture of excellence in customer service, enhancing guest experience and loyalty.
- Oversaw menu development and kitchen operations, aligning offerings with market trends and customer preferences.

ADDITIONAL ROLES:

- **Assistant Restaurant Manager**
Souq Waqif Boutique Hotels
Doha, Qatar
Oct 2014 – Sept 2015
- **Assistant Restaurant Manager**
Emporio Armani
Doha, Qatar
Nov 2011 – Oct 2014
- **Team Leader**
Grand Hyatt Doha Hotel
Doha, Qatar
Jan 2009 – Aug 2011
- **Waiter**
Hyatt Regency Sharm El-Sheikh Resort
Sharm El Sheikh, Egypt
Jun 2005 – Jan 2009
- **Waiter**
Hyatt Regency Taba Heights Resort
Taba Heights, Egypt
Sept 2002 – Jan 2004

EDUCATION:

B.S. in Hospitality Administration & Management
Cairo University

Sept 1997 – Jun 2001
Cairo, Egypt

High school Diploma
Industrial Schools

Sept 1994 – Jun 1997
Cairo, Egypt

REFERENCES:

Available upon request.