**Mohammad Cheaito** 

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**Professional Profile**

A dynamic, passionate and dedicated professional, with a wealth of skills and capabilities acquired to date during distinguished career within the restaurant sector. Demonstrates outstanding interpersonal and communication skills and a commitment to the provision of exceptional customer service, while remaining focused on the achievement of business objectives and goals. Derives great inspiration from leading and mentoring high performing teams, creating a collaborative, productive culture, where success is recognized and championed. Through experience has developed excellent commercial acumen, combined with operational expertise and the ability to fulfill all requirements from managing stock, to staff rosters to financial management. Ambitious, naturally energetic with lots of enthusiasm, would prove an asset to any company looking to expand its portfolio within this challenging and demanding sector.

Currently looking for a new and challenging opportunity within operations management, one that will make best use of extensive skills and expertise acquired during successful career to date, while supporting ongoing personal and professional development.

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| **2018 – Present** | **Business Development Manager – Hanoverian LTD** |

* Layali Aley restaurant and café / Gulf mall
* Full pre operating / opening / running / branding
* SIQ Analyzing / action plan / business forecasting
* P&L / MIS
* Recruitment
* Menu creation and development
* Soft opening / Grand opening
* Marketing
* Vendors resources
* Outsourcing

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| **Achievements:** | **Layali Aley Restaurant ( Lebanese )** |

* Breakeven achieved 30 days ahead of soft opening
* Daily sales average 21500 yr. 1
* Daily sales average 28000 yr. 2
* 65 % of ROI within 24 months
* COS 24%
* 33% Net profit

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|  **Achievements:** | **HELLAS Restaurant (Authentic Greek)** |

* Hellas Greek Restaurant Katara – Cultural Village
* Full pre operating / opening / running / branding
* SIQ Analyzing / action plan / business forecasting
* P&L / MIS
* Recruitment
* Marketing
* Vendors resources
* Outsourcing
* Menu creation
* Full operation management

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| **Achievements:** | **Shawarma Sarhan Restaurant (Arabic Street food)** |

* Shawarma Sarhan street food Lebanese
* Full pre operating / opening / running / branding
* SIQ Analyzing / action plan / business forecasting
* P&L / MIS
* Recruitment
* Marketing
* Vendors resources
* Outsourcing
* Menu creation
* Soft opening

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| **2011 – 2018** | **Operations Manager Binhendi Group F&B, Dubai, UAE** |

* Sammach Brand (Oriental Lebanese Seafood Concept since 2011- Present) Five Branches – UAE / Qatar.
* Belladonna Brand (Authentic Italian 2011/2012) Two Branches UAE
*  Responsible for training and ongoing management of staff, implementing initiatives to boost morale, retain high quality staff and ensure a productive working environment
*  Reviewing budget and target data regularly and assessing performance against both, identifying and implementing rectifying measures to resolve discrepancies against budget
*  Establishing team and individual goals against business expectations, both in terms of sales revenue and quality of service and complaint resolution
*  Overseeing all front of house and kitchen staff, to ensure the smooth running of operations at all time
*  Leading stock management, ordering, and inventory management
*  Coordinate the different functions of stores operations, ensure product consistency through ongoing training and employees coaching
*  Liaise with various company departments, procurement, finance, IT, HR and Project management

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| **Achievements:** | **Sammach**  |

*  Managing Sammach Brand (3 stores UAE + 2 IN QATAR.
*  Achieved 28 % Net profit Margin overall the brand
*  Achieved 27% COS (Mediterranean Lebanese Seafood concept) across all stores.
*  Established a successful supply chain from the ground up, availability of items was consistent with expectations.

**Career Summary**

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| **2006 – 2011** | **Multi-Unit Manager Business Code Hospitality LLC UAE / Lebanon.** |

*  Responsible of managing La Cita Resto Café Mexican cuisine, with 260 covers, leading a team of 56 employees, in addition to a small unit with 20 staff.
*  Opening T**ropicana** (continental cuisine) with 340 seats Luanda Republic of Angola (recruitment, installing Micros/ Fidelio/ SOP).
*  Overseeing all front of house and kitchen staff, to ensure the smooth running of operations at all times
*  Monitoring P&L analysis, yield management IP recipes, NSF, keeping up QSC guaranteed.
*  planning operations functions effectively to manage peak periods
*  Leading stock management, ordering, wastage and storage, anticipating busy times to minimize excessive waste by effective ordering

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| **Achievements:** |  |

*  Achieved an average of 24% COS, 33 % profit margin.
*  Both restaurants successfully and consistently achieved the high sales revenue among 4 yrs., with cost of goods sold at 24%
*  Achieved consistent high score on customer mystery shopper reports

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| **2002 – 2005** | **Banquet captain / Head waiter Movenpick Hotel & resort Beirut Lebanon** |

*  Handling Dining section at all functions
*  Ensuring exceptional customer service across section staff and service areas, resolving customer complaints promptly and professionally

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| **2000 – 2002** | **Waiter, Phoenicia Hotel intercontinental Beirut Lebanon** |

*  Taking orders, serving food, resolving any issues as they arise, ensuring the provision of exceptional service to customers at all times

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| **HM:** | Hospitality Management, C&E American University Beirut Lebanon ( 2003) |

*  PIC / HACCP/ SAP Training, Binhendi Group.

**Personal Details**

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| **Languages:** | Arabic (Fluent) English (Fluent), French (Intermediate) Russian (Intermediate) |

**Interests and Activities**

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| **Currently include:** | Cooking and Fine Dining, Sports (Basketball, Swimming) |

**References are available on request**