



Momen Eldeeb

Cairo, 11788 | +201153357676

momen.eldeeb@gmail.com

Having worked in international and private food chains for 25 years, I specialize in hospitality management (9 years of team leading in the restaurant and hospitality industries). I'm goal setting, problem-solving, with a strong leadership style.

Highly motivated, highly organized, and detail-oriented professional with extensive experience in business operations management and guest-centric hospitality management. Leader of high-performance teams in line with aggressive cost and time targets, and quality requirements. Excellent business acumen, budget administration, inventory control, P&L handling, and quality assurance skills. Fluent in Arabic and English, multi-tasker, food safety manager, and decision-maker with excellent judgment.

- Prepared and executed new menu implementation including Micros POS programming and staff training.

EXPERIENCE

Operation Manager

Mar 2020 - Present

Maracuja Food and Beverage Services, Cairo

- Devised processes to boost long-term business success and increase profit levels.
- Introduced new methods, practices, and systems to reduce turnaround time.
- Set, enforced, and optimized internal policies to maintain responsiveness to demands.
- Identified and resolved unauthorized, unsafe, or ineffective practices.

Area Manager of Operations

Jan 2019 - Sep 2020

Asabita Coffee & Juice Bar , Cairo

- Enhanced regional branch performance by implementing proven management processes to increase revenue.
- Traveled to over 7 locations per week to manage each store and perform reviews of individual managers and employees.
- Set, enforced, and optimized internal policies to maintain responsiveness to demands.
- Developed processes to save on costs and prevent losses.

Cafe Manager

Jan 2018 - Dec 2018

Cilantro Cafe , Cairo

- Filled in for absent employees in any position in cafe, keeping operations efficient even when short-handed.
- Minimized risks of cross-contamination and infection by directing team members to regularly clean and sanitize surfaces.
- Managed display products effectively to achieve consistent sales with minimal waste.
- Secured daily cash by verifying totals and making nightly deposits.

Restaurant General Manager

Jan 2015 - Dec 2017

Arabiata Foods Company, Cairo

- Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
- Correctly calculated inventory and ordered appropriate supplies.
- Carefully interviewed, selected, trained, and supervised staff.
- Prepared restaurant business plan by reviewing demands, analyzing competitors and developing projections for sales and finances.

Manager on Duty

May 2011 - Mar 2014

Chili's Restaurant Grill & Bar, Cairo

- Initiated plans to improve customer relations, quality standards, and service efficiency.
- Trained employees in essential job functions.
- Responded to customer concerns by providing friendly, knowledgeable support, and maintaining composure and professionalism.
- Handled employee-related issues to improve performance, professional conduct, and attendance reliability.

Front of House Supervisor

Jan 2009 - Jan 2011

Chili's Restaurant Grill & Bar, Cairo

- Initiated server side-work chart rotation to promote solidarity and standard of cleanliness.
- Managed inventory through effectively ordering and stocking uniforms, linens, beverages, and front of house supplies.
- Spearheaded daily social media presence to engage with customers and expand customer base.
- Planned events from concept to completion by responding to event inquiries, establishing budgets, and designing customized menus.

Front of House Trainer

Jan 2007 - Dec 2008

Chili's Restaurant Grill & Bar, Cairo

- Performed cash handling activities and secured nightly bank deposits.
- Adhered to safe work practices, food safety regulations, and corporate guidelines
- Addressed guest concerns and resolved all issues to guests' satisfaction.
- Maintained positive team environment by encouraging teamwork and respect in accordance with company mission.

EDUCATION

Bachelor of Science (B.S.) - Hotel Management

Sep 2002 - Jun 2004

Egyptian Higher Institute For Tourism And Hotels, Cairo

Higher Intermediate Diploma - Hotel Affairs & Tourism Services Sep 1997 - Jun 2001

Technical School For Hotel Affairs And Tourism Service, Cairo

SKILLS

- Restaurant's operations & manageme,
- Strategic planning,
- Menu Pricing and Writing,
- Team building & Training expertise,
- Guest satisfaction specialist,
- Critical and creative thinking,
- Highly organized,
- Micros POS systems expert,
- Market Research,
- Inventory Optimization,
- Succession Planning,
- Budget, Cost, P&L Managing,
- Delegating Assignments and Tasks,
- Relationship Building,
- Employee Performance Evaluations

HONORS & AWARDS

Effective Management Training. <i>Itqan Academy</i>	2022
• Leadership Skills Development. <i>Itqan Academy</i>	2020
Communication skills. <i>Itqan Academy</i>	2020
Business Decisions <i>Cilantro Academy</i>	2018
Leadership for Success. <i>Cilantro Academy</i>	2018
Absolute Services <i>Arabiata Academy</i>	2017
NSF (HACCP TRAINING SERIES) <i>Arabiata Academy</i>	2017
5 Star Services Behaviors <i>5 Star Services Behaviors</i>	2016
M.I.T Training Program <i>Chili's Academy</i>	2013