

OMAR AL AHMAD

FOOD & BEVERAGE OPERATIONS MANAGER

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Abu Dhabi, UAE

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Dear Hiring Manager,

Hospitality & Food & Beverage Leadership Team

Food & Beverage Operations Manager

I am writing to express my interest in the Food & Beverage Operations Manager position within your organization. With **12+ years of progressive leadership** across the UAE hospitality sector — spanning fine dining, multi-outlet operations, and cloud-kitchen expansion — I bring a proven record of building profitable, guest-obsessed teams that perform under pressure.

In my recent management roles, I have consistently turned operational discipline into measurable results. I grew gross sales **15% year-over-year** through structured upsell and cross-sell training, reduced food & beverage cost by **16%** by re-engineering supplier relationships and waste controls and cut employee turnover by **32%** through deliberate team-building and talent acquisition. During the COVID-19 pandemic I protected a **27% profitability margin** by launching digital marketing campaigns and optimizing menu mix — evidence that I deliver when conditions are hardest.

Beyond the numbers, I am a hands-on operator. I hold the **Highfield Level 3 International Award in HACCP for Catering** and work to ADAFSA standards every day, ensuring food safety and guest experience are never traded against one another. I lead from the floor, coach front-line teams, and build inventory and P&L systems that keep cash flow healthy and service standards high.

I would welcome the opportunity to bring this combination of commercial focus and operational rigor to your team. Thank you for considering my application — I look forward to discussing how I can contribute to your continued growth.

Sincerely,

Omar Al Ahmad

FOOD & BEVERAGE OPERATIONS MANAGER



OMAR AL AHMAD

FOOD & BEVERAGE OPERATIONS MANAGER · 12+ YEARS UAE

CONTACT

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EDUCATION

Level 3 Award in HACCP for Catering

Highfield Qualifications

NOV 2025

Food Safety Training Essential

Syscoms College

2023 – 2024

High School Diploma

Shakbout Bin Sultan Sec. School

2005 – 2007

SKILLS

F&B Operations Management

Budgeting & Forecasting

P&L & Cost Control

Inventory Management

Food Safety & HACCP

ADAFSA Compliance

Leadership & Coaching

Team Building

Guest Relations

LANGUAGES

Arabic NATIVE

English PROFESSIONAL

PROFILE

F&B Operations Manager with 12+ years driving revenue growth, margin protection, and operational excellence across multi-unit restaurant and café concepts in the UAE. Proven record of delivering measurable results — including 15% YoY sales growth, 32% reduction in employee turnover, and 27% sustained profitability — through strong team leadership, cost and inventory discipline, and ADAFSA-compliant food safety practices. Certified in Highfield Level 3 HACCP for Catering. Seeking a senior operations role where operational rigour and people-first leadership translate directly into business performance.

WORK EXPERIENCE

F&B Consultant & Self-Development

JUL 2024 – FEB 2026

Freelance · UAE

Advised restaurant and café operators on operations structure, cost control, and service standards.

Supported multiple F&B concepts through rebranding initiatives, lifting sales performance and setting marketing strategies that drove measurable growth.

Completed the **Highfield Level 3 Award in HACCP for Catering**, reinforcing food safety and compliance expertise.

Restaurant Manager

OCT 2022 – JUN 2024

Binghatti Hospitality · Abu Dhabi

Improved gross sales **15% year-over-year** through full team training on upsell and cross-sell techniques.

Decreased over-purchasing by **20%** by enforcing par-level standards and FIFO inventory discipline.

Built internal P&L reports to track revenue and overhead, ensuring ADAFSA and company compliance.

Increased guest footfall by **10%** via a high-end service sequence and strict F&B quality and safety.

KEY ACHIEVEMENTS

+15% YoY

Gross sales growth — Binghatti

-32%

Employee turnover — GNM Seafood

+22%

Revenue via cloud kitchen — Zaytinya

-16%

F&B cost reduction — GNM Seafood

-20%

Over-purchasing cut — Binghatti

27%

Profitability held through COVID-19

CERTIFICATIONS

HACCP Level 3 (Highfield)
Essential Food Safety Training

WORK EXPERIENCE (CONTINUED)

Restaurant Manager

SEP 2020 – OCT 2022

GNM Seafood Restaurant LLC · Abu Dhabi & Al Ain

- Maintained **27% profitability** through awareness campaigns, lead & conversion digital marketing, and menu engineering.
- Reduced employee turnover by **32%** via strong relationships, team-building, and talent acquisition.
- Cut food & beverage cost by **16%** through supplier-chain partnerships and reduced wastage & returns.
- Built an inventory system with reorder points to protect cash flow through the COVID-19 pandemic.

Restaurant Manager

AUG 2018 – SEP 2020

Zaytinya Restaurant & Cafe · Abu Dhabi & Al Ain

- Led concept rebranding and SWOT analysis to assess risk and capitalize on market opportunities.
- Boosted revenue by **22%** through a cloud-kitchen concept, adding service value and attracting new customer segments.
- Reduced total operations expenses by **11%** through disciplined budgeting and forecasting.
- Raised food quality by **12%** by establishing a central kitchen while minimizing wastage and labor cost.
- Hired, onboarded, and coached teams per the operations manual; ran evaluations and drove sales for market expansion.

Restaurant Manager

DEC 2013 – MAR 2018

Glee Hospitality · Abu Dhabi

- Managed operations across the Glee Hospitality portfolio, building foundational expertise in UAE F&B standards and guest service excellence.
- Oversaw daily FOH and BOH operations, ensuring consistent quality and service standards.
- Trained and mentored front-line teams on service protocols and food safety compliance.
- Managed inventory controls, supplier coordination, and cost monitoring.
- Contributed to pre-opening preparation and operational setup for new outlets.