

AYMEN BEN MAAOUIA

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Saudi Arabia - Jeddah

PROFESSIONAL PROFILE

A restaurant manager with over 20 years of experience successfully managing restaurant operations, holding a Bachelor's degree in Arts. I have a strong background in team leadership and delivering exceptional dining experiences, with a focus on customer satisfaction and profit growth. Specialized in strategic planning, budget management, and developing menus that meet market needs. Committed to applying the highest standards of quality and food safety, with outstanding skills in managing supplier relationships and market analysis, contributing to the restaurant's competitive position.

STRENGTHS AND EXPERTISE

Customer Satisfaction	Restaurant Operations Management	Budget Management
Profit Growth	Supplier Relationship Management	Menu Development
Strategic Planning	Enhancing Restaurant Position	Quality Standards

PROFESSIONAL EXPERIENCE

- Restaurant Manager at Royal Tulip Korbous Bay hotel - Tunisia** **2022 - 2023**
- Ensures good reception and installation of customer.
 - Takes control and follows up.
 - Ensures proper storage practices of materials.
 - Checks the availability of sufficient material and linen, necessary for the smooth running of service.
 - Be in personal hygiene and impeccable clothing.
- Restaurant Manager at La Riva Hôtel - Tunisia** **2019 - 2020**
- Manage restaurant's good image and suggest ways to improve it
 - Control operational costs and identify measures to cut waste
 - Deliver superior service and maximize customer satisfaction
 - Respond efficiently and accurately to customer complaints.
- Restaurant Manager at Abyat Megastore Company - Jeddah** **2017 - 2018**
- Achieves restaurant operational objectives by contributing.
 - Management information and recommendations to strategic plans and reviews.
 - preparing and completing action plans, productivity, quality, customer service standards.
 - Plans menus by consulting with chefs.
 - estimates food costs and profits.
- Restaurant Manager at Hotel Crown Town - Jeddah** **2016 - 2017**
- Supervising daily restaurant operations and ensuring smooth workflow.
 - Leading the team and guiding them to achieve excellent performance and exceptional dining experiences.
 - Developing strategic plans to improve performance and increase revenue.
 - Managing the budget and controlling costs to ensure the restaurant's profitability.
 - Developing menus in line with market trends and customer needs.

Assistant Manager at Restaurant Cappuccino - Jeddah

2012 - 2016

- Forensic medicine is part of dealing with clients and part of preparation and preparation.
- Researching new wholesale food suppliers and negotiating prices.
- Calculating future needs in kitchenware and equipment and placing orders, as needed.
- Managing and storing vendors' contracts and invoices.
- Overseeing restaurant staff performance, ensuring quality dining.

Assistant Manager at Hotel Dar Khiam - Tunisia

2010 - 2012

- Supervising daily operations and handling customer complaints.
- Managing the team and ensuring service quality.
- Scheduling and managing cash accounts.

Assistant Manager at President Marmara - Tunisia

2009 - 2010

- Monitoring inventory and coordinating with suppliers and managing relationships.
- Organizing events and promotions.
- Managing the work schedule and ensuring full coverage.
- Training and mentoring new employees.
- Implementing safety and food hygiene standards.

Assistant Manager at Club Magic live Imperial - Tunisia

2007 - 2009

- Organizing event schedules and coordinating music and entertainment shows.
- Monitoring service quality and handling customer complaints.
- Implementing and managing marketing strategies and supplier relationships.
- Following up on reviews and feedback.

Restaurant Supervisor at Hotel Nahrawess - Tunisia

2005 - 2007

- Accomplishes department objectives by supervising staff and organizing and monitoring work processes.
- Oversee all front and back of the house restaurant operations.
- Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally.
- Maintain quality control for all food served.
- Analyze staff evaluations and feedback to improve the customer's experience.

EDUCATION

Nabeul University **2023**
Baccalaureate in Letters

BTP College **2005**
Tourism Faculty

LANGUAGE

Arabic: Mother Language

English: Very Good

French: Good

References are available on request.