

BRIAN GABRIEL CLEMENT

Restaurant Operations Manager | Multi-Unit Management

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CAREER OBJECTIVES

Passionate-Energetic and Result oriented -with 14+years of experienced and Dedicated Restaurant Operations Manager with a proven track record in multi-unit management. Known for optimizing operations to drive consistent sales growth and reduce costs. Skilled at implementing successful marketing strategies and training programs to enhance customer service. Experienced in leading teams and achieving top customer satisfaction ratings. Excited about leveraging expertise to contribute to the mission of providing exceptional dining experiences and driving business success for a dynamic restaurant operation.

WORK EXPERIENCE

Operations Manager

Mille Gusti -Italian Bites.

📅 12/2022 - Present 📍 Kuwait

- Responsible for restaurant operation and directly managing 50+ employees.
- Successfully implemented SOPs / conducted cross training and upselling -Increasing Productivity of the crew
- Reducing Operational cost and Increased Profitability by 11%
- Enhanced catering packages- offering across all delivery platforms and packaging
- Increased Annual revenue by 11% streamlining the inventory process and vendors contract

Operations Manager

The Gathering Group- 32 Burger (QSR)

📅 04/2021 - 10/2022 📍 Kuwait

- Managed 5 Locations responsible for daily operations including central kitchen of 60 + employees
- Restructured and organized the New central kitchen floor plan
- Introduced and enhanced the Catering Stations-Live cooking - New packaging - Menus offering across all delivery platforms- Impacted in incremental sales
- Responsible for highlighting the top sellers /New items for social media together with the marketing team-
- Successfully implemented SOPs - training in food safety across stores
- Responsible for Menu development -Recipes - Costing- Inventory's-
- tracking on delivery's orders - and customers feedbacks and complains
- Increased
- Streamlined the Inventory process and vendors contract- thus increasing annual revenue by 18%
- Which of your achievements match the job you're applying to?

Area Manager/Assistant-Operations Manager

The Sultan Center-Restaurant Division (
Jeans grill-Tumbleweed-Prime n Toast- Wasabi-Pizzetta-Ruby Tuesdays

📅 05/1993 - 03/2021 📍 Kuwait

- Responsible for the operation across all brands managing staff 120+ employees
- Involved with the R&D team for menu developments-costing and marketing activities
- Responsible for Catering Operations and Special events
- Creating and implementing SOPs- Trainings - Increasing Guest average check - Upselling techniques
- Create brand franchise offers for investors
- Responsible for hiring process - back filling -together with the HR
- Carry out internal audits -staff develop[ments - Productivity
- Set targets- Plan to achieve- briefings
- Achieved Sales growth by 21 % (2017-18) increased in customer growth
- Which of your achievements match the job you're applying to?

ACHIEVEMENTS



Star Performer Award

Recognized as a top-performing Area Manager at Tumbleweed -Tex-Mex restaurant (TSC)-for achieving highest customer satisfaction across all brands



Cost-Reduction

Successfully reduced overhead costs by 15% through strategic planning and efficient resource management.



Customer Service Excellence

Introduced training initiatives that significantly improved customer service scores by developing an expert skilled workforce.

SKILLS

P&L Management

Team Leadership

Staff Training & Development

Inventory Control

Vendor Management

POS Systems

Budgeting & Forecasting

Food Safety & Hygiene

COURSES

PRAIEREE UNIVERSITY- LOUISVILLE - Kentucky-USA (Aug-2012 - NOV-2012)

Obtained certification from the Restaurant Association Educational Foundation, enhancing managerial skills specific to the restaurant management

Diploma - Hotel Management and Catering College -IHMTCTAN Mumbai -India

Course focused on Food and beverage service management