

## Operations Manager

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Company: ENTREPRENEUR RESTAURANT MANAGEMENT COMPANY

Location: Kuwait

Category: other-general

**Job Title:** Operations Manager

**Department:** Operations

**Reports To:** CEO

**Company:** ERMCM

**Brand:** Tabel

**Job Summary:** As an Operations Manager at ERMCM, specifically managing Tabel brand, you will play a pivotal role in overseeing and optimizing the operational aspects of our restaurants. Reporting directly to the CEO, you will ensure smooth day-to-day operations, maximize efficiency, and enhance customer satisfaction across all Tabel branches.

### **Responsibilities:**

#### **Operational Oversight:**

Supervise and coordinate daily operations at all Tabel branches to ensure seamless functioning.

Implement standardized operational procedures and protocols for consistency and efficiency.

#### **Team Management:**

Lead and mentor operational teams at each branch, ensuring high performance and adherence to company standards.

Conduct regular performance evaluations and provide feedback for continuous

improvement.

### **Quality Assurance:**

Maintain high-quality standards in service delivery, food preparation, cleanliness, and overall customer experience.

Address any quality issues promptly and implement corrective measures as needed.

### **Inventory and Supply Chain Management:**

Collaborate with the supply chain manager to optimize inventory levels, reduce wastage, and ensure timely procurement of supplies.

Monitor stock levels, expiry dates, and product freshness across branches.

### **Customer Service:**

Focus on enhancing customer satisfaction by addressing customer feedback, resolving complaints, and implementing service improvements.

Train staff on excellent customer service practices and monitor service levels regularly.

### **Compliance and Safety:**

Ensure compliance with health, safety, and hygiene regulations at all Tabel branches.

Conduct regular audits to identify areas for improvement and ensure adherence to company policies and standards.

### **Financial Management:**

Work closely with the finance department to monitor branch budgets, control costs, and optimize financial performance.

Identify cost-saving opportunities and implement strategies to improve profitability.

### **Communication and Collaboration:**

Foster effective communication and collaboration between operational teams, support functions, and management.

Participate in regular meetings with senior management to provide updates, discuss challenges, and propose solutions.

**Career Path**The successful candidate will have opportunities for career growth within ERMC, with potential advancement to roles such as Regional Operations Director based on performance and experience.

**Requirements:**

Bachelor's degree in Business Administration, Hospitality Management, or a related field.

Proven experience (5-7 years) in operations management, preferably in the food and beverage industry.

Strong leadership and team management skills.

Excellent communication, interpersonal, and problem-solving abilities.

Sound knowledge of restaurant operations, inventory management, and customer service principles.

Familiarity with health, safety, and hygiene standards.

Analytical mindset with the ability to analyze data, identify trends, and make data-driven decisions.

Ability to thrive in a fast-paced environment and handle multiple tasks effectively.

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