ISSAM DAOU

Multi-Unit F&B Operations Manager | F&B Operations | P&L Ownership

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Nationality: Lebanese | Iqama Status: Transferable

EXECUTIVE SUMMARY

Multi-unit F&B Operations Leader with 15+ years directing QSR, café, and cinema-hospitality portfolios across Saudi Arabia and Lebanon. Full P&L ownership of up to 9 branches and teams of 300+ employees, with a consistent record of cutting food and operating costs, reducing wastage, and growing sales through delivery and channel optimization. Currently owns P&L, annual budgeting, and team training for a Riyadh-based trading company's showroom and F&B/hospitality project operations, while directing supplier sourcing and procurement strategy across Europe.

CORE COMPETENCIES

Leadership & People

- Multi-Unit Operations
- Team Leadership (300+)
- Workforce Planning
- Recruitment & Training

Financial & Strategic

- P&L Management
- Budget Ownership & Planning
- Cost Optimization
- KPI & Performance Mgmt.

Operations & Systems

- Operational Excellence & SOPs
- Supply Chain & Procurement
- New Store Opening & Scaling
- HACCP Food Safety Compliance

TECHNICAL & OPERATIONAL SYSTEMS

POS Systems: Micros, Revel, Foodics, Omega (Olive)
Inventory & Cost Control: KPI Reporting & Performance Dashboards, Workforce Scheduling & Labor Planning
Reporting & Procurement: MS Excel (Advanced Reporting & Cost Analysis), Procurement & RFQ Management Systems
Delivery Aggregators: HungerStation, Jahez

PROFESSIONAL EXPERIENCE

Operations & Commercial Director — Tamairah Trading Co. | Riyadh | *Oct 2024 – Present*

- Owned full P&L and set annual budgets (2025 and 2026) for showroom and project operations, driving cost efficiency and margin control.
- Increased annual sales by 20% through new project wins and showroom sales, driven by influencer partnerships and social media campaigns.
- Trained showroom and project teams on customer service standards and built new SOPs to standardize operations.
- Standardized RFQ and pricing systems, improving bid efficiency and cross-project decision-making.
- Led end-to-end project execution, including supplier coordination, logistics, and delivery (DDP/DAP), for F&B and hospitality clients.
- Expanded supplier network across Europe, strengthening sourcing capability and product availability.

Director of Operations — Broad Coffee Co. | Riyadh | *Jun 2022 – May 2023*

- Led full P&L and multi-branch coffee operations, driving performance, cost control, and service consistency across all locations.
- Reduced product wastage from 1.4% to 0.75% through process optimization and production control.
- Improved profitability by reducing food costs by 2% and strengthening procurement efficiency.
- Increased sales by optimizing delivery channels while improving labor productivity and operational efficiency.

Deputy General Manager – Operations — AMC Cinemas | Riyadh | *Jun 2019 – Oct 2021*

- Led multi-site operations across 4 newly launched cinema complexes, ensuring operational readiness and service consistency from opening day.
- Directed large-scale recruitment, onboarding, and training programs for each new location launch.
- Implemented SOPs and structured training systems to standardize operations across all sites.

Area Manager — KFC | Riyadh | *Apr 2018 – Mar 2019*

- Led multi-unit QSR operations across 9 branches with full P&L accountability, ensuring operational consistency, sales growth, cost optimization, and customer service excellence.
- Reduced food costs by 4% and operational costs by 2% through strict inventory management and SOP enforcement.

Operations Manager — Al Raed Food Industries | Jeddah | *Jun 2015 – Mar 2018*

- Launched the company's delivery department, resulting in a 15% sales increase within 30 days of rollout.
- Led the opening of 2 new branches and increased sales by 3% through targeted menu engineering.

Multi-Unit Manager — Café Younes | Beirut | *Jun 2010 – May 2015*

- Managed operations across 4 café branches, overseeing service standards, staffing, and financial performance.
- Led the successful opening of 2 new branches, including full recruitment, training, and operational setup.

Restaurant & Shift Leadership Roles — Starbucks | Dunkin' Donuts | Moka & More | *2003 – 2010*

- Developed foundational expertise in QSR operations, team supervision, customer service excellence, and store-level financial management.

EDUCATION & CERTIFICATIONS

BA in Business Management — American University of Culture & Education
Certifications: Lean Six Sigma (Yellow & White Belt), HACCP Food Safety System
Languages: Arabic (Native), English (Fluent)