

KARIM MAGDY SHABANA

Experienced Area Supervisor | Multi-Branch Café Operations | Team Leadership

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From: Egypt

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Personal Information

Date Of Birth: 1, Nov, 1998

Marital Status: Married

Summary

Experienced Area Supervisor with over 5 years in the coffee shop industry, currently managing 7 branches of Tea And Sesame Café across South Riyadh. Proven track record in team development, daily operations, and new branch openings. Successfully achieved 12% sales growth and reduced operational costs by 8% within one year. Skilled in supplier management, performance optimization, and maintaining high service standards.

Education

Bachelor Of Commerce - Business Administration Department.

Faculty Of Commerce - Mansoura University.

Graduation Year: 2021

Experience

Area Supervisor.

Tea And Sesame Cafe -RIYADH – (March2024 - Present).

- Uphold all safety and sanitation policies in the outlet.
- Manage the day-to-day operations of the cafe.
- Ensure that the cafe operates in a timely manner that meets our quality standards.
- Resourcefully solve any issues that arise and seize control of any problematic situation.
- Hire, manage and train staff, while establishing working schedule, and assessing staff's performance.
- Clearly communicates tasks to team members to ensure alignment and productivity.
- Support staff by working the busiest shifts and covering all positions when needed.
- Accurately schedule staff to business level based on forecast.
- Conduct and document daily pre-shift briefings and schedule regular staff meetings as needed.
- Ensure the health and safety of staff and customers in the café.

- Monitored equipment performance in compliance with standard operating procedures to ensure smooth café operations.
- Maintain impeccable cleanliness standards.
- Obtain customers' feedback to make informed business decisions and meet their needs.

Cafe Supervisor

Orouba Company for Coffee Industry –EGYPT– (December 2019- January 2023).

- Assist with staffing/scheduling requirements for the outlet.
- Monitor stock and inventory, and perform quality assurance of merchandise on a regular basis.
- Responsible and efficient control on inventory and products.
- Daily discussion with outlet manager about sales and target.
- Responsible for cash handling, safe verification and daily deposits for multiple Locations.
- Order supplies to stock inventory.
- Maintain a positive and professional approach with coworkers.

Achievements

- Increased sales by 12% and reduced operational costs by 8% within one year.
- Successfully opened and launched 3 new branches in Riyadh.
- Developed and managed a team of over 64 staff members of different Nationalities.

Courses & Training

- Managerial Skills for New Managers by Variiance Online Learning – VOL (JUN 2022).
- Project Management Foundations by LINKEDIN LEARNING (DEC 2021).
- Sales Negotiation by LINKEDIN LEARNING (DEC 2021).
- Business Communications by HP LIFE (AUG 2021).
- Effective Leadership by HP LIFE (JUL 2021).

Skills

- ✓ Team Leadership & Staff Development.
- ✓ Food & Beverage Operations.
- ✓ Problem Solving & Strategic Thinking.
- ✓ Inventory & Cost Control.
- ✓ Supplier Negotiation.
- ✓ Microsoft Office (Word, Excel, PowerPoint, Outlook).
- ✓ Attention to Detail & Communication.
- ✓ Organizational Skills.

Language

- ✓ Arabic: Mother tongue
- ✓ English: Intermediate

References: Abdul Karim (Operation Manager-Tea And Sesame Cafe). [+966 54 447 6914]