Basem

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**Career Objective:**

**Looking for challenge opportunity in progressive organization experience in F&B operation and customer service excellence in hospitality organizations, ranging from grass root to management level and extensive communication, organizational & interpersonal skills would enable me to achieve organization& personal goal.**

**WORK EXPERIENCE**

**Manager In Charge (A) (Apr 2015-Jan 2017)**

**Magnolia Bakery**

**Al Tayer Trends-Madarek**

**Galleria Mall AUH**

**Responsibilities**

* **Prep daily ordering, receiving and booking invoice.**
* **Ensure that the outlet operation and brand guidelines are adhered to as required by the company and franchise standard.**
* **Prepare daily & monthly sales report, set the daily, weekly & monthly target in the store level, Profit & loss statements provide relevant feedback and suggestions to Area Manager to maximize operational efficiency.**
* **Conduct training in the store level, daily briefing, guide & train, develop & motivate the staffs.**
* **Seek new opportunities to drive & create additional sales.**
* **Maintain inventory, Audit and cost control.**
* **Assist restaurant management with training new and existing employees towards Star, All Star and Team Leader proficiency and ensure the standards are maintained.**
* **Successfully resolve customer complaints and queries correctly and confidently reporting serious complaints to the RM or Area Coach as appropriate.**
* **Ensure that sufficient labor and supplies are available, taking corrective action where necessary.**
* **Dealing with all suppliers for ordering, Receiving, and booking invoice in FMC .**
* **Fidelio Material Control (FMC) - Sound knowledge of Fidelio system. Ordering, Booking invoices upon receiving and controlling the stock on hand (SOH) Generating accurate inventory result.**
* **Presenting highest level of hospitality service and customer satisfaction.**

**Assist Restaurant Manager**  **(2013 to 2015).**

**(Americana Food Company)**

**Kentucky Fried Chicken.**

**Responsibilities**

**- Communicates marketing initiatives /new product launches and prepares the shift to execute well.**

**- Manage in store relating POS, suggestive Selling targets, Kids and other initiatives for shift**

**- participates in handling cost control.**

**- complete all daily paperwork and in-store banking for the designated shift.**

**- Follow the company cash handling procedures and ensure that customer service employees also adhere to these guidelines**

**- Ensure that sufficient labor and supplies are available, taking corrective action where necessary.**

**- Ensure that the correct volume of product is prepared to meet the level business and accurately maintain the product control sheet**

**- Provide supervision for employees to ensure that CHAMPS Check and CER standards are maintained throughout the shift.**

**- Ensure statutory and company health, safety and food hygiene regulations are followed during the shift and corrective action taken as required.**

**- Successfully resolve customer complaints and queries correctly and confidently reporting serious complaints to the RM or Area Coach as appropriate.**

**- Ensure that all company security of premises, people, stock, equipment and monies at all the time.**

**- React to resolve Emergencies as appropriate.**

**- Recognizes routine problems and resolve them.**

**- Director Gift Bazaar, Antiques, Papyrus.**

**From 2010 to 2012.**

**- Viewer and clothing store manager financial .**

**From 2008 to 2010.- Financial and Administrative officer of Goods.**

**From 2005 to 2008.**

**SPECIAL SKILLS**

* **Efficient Management skill within diversified work force.**
* **Expert & well trained in Hospitality & Retail Industry.**
* **Knowledgeable in computer such as, MS word, Excel, Internet and E-mails.**
* **Effective communication in English, Arabic.**

**Computer Skills**

* **Multi Computer user.**
* **Windows.**
* **Microsoft office.**
* **Photo shop.**
* **Dealing with all kind of computational programs.**

**Training Attended**

* **Excellent Customer service-Dubai.**
* **Operational Excellence Service training-Abu Dhabi**
* **Guide to hospitality & Service training-Abu Dhabi.**
* **Sales techniques & VM training-Dubai.**
* **Fidelio Material Control (FMC) - Sound knowledge of Fidelio system. Ordering, Booking invoices upon receiving and controlling the stock on hand (SOH) Generating accurate inventory result.**
* **Business analysis - Identify current trends of customer's choice, Anticipate potential future trends and prepare the business plan accordingly.**
* **Handle customer' complaints and queries- Promptly respond and take an action for rectification in order to satisfy the client's desire.**

**ACADEMIC QUALIFICATION**

**Bachelor of Social work**

**PERSONAL PROFILE**

**Citizenship: Egypt Gender : Male**

**Date of Birth: Sep 18, 1987 Civil Status: Single**

**Marital Status: Exemption Religion: Christian**

Thank you

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