# CAREER OBJECTIVE

A dynamic, result-oriented and well-qualified professional with rich experience in enhancing growth and profits in hospitality environments. Worked with world class establishments across multiple locations; strong record of leading operations and improving service while preserving the highest levels of quality. Expertise in establishing hotels, developing procedures, service standards and operational policies, and planning and implementing effective control measures. Seeking a challenging senior managerial assignment with a reputable organization, where extensive hospitality background and ability to drive operations profitably can be leveraged to achieve strategic objectives.

SKILLS

* Hospitality Operations, Restaurant Management, Marketing & Business Development
* Strategic Planning, Budgetary Planning, P&L Management, Expenditure Control
* F&B Operations, Events/Banquets Organizing, Project Coordination
* Customer Relations, Customer Service, Resolving Escalation
* Procurement, Stock and Inventory Management, Safety and Workplace Cleanliness
* Resource Planning, Quality Control, Policy & Procedures
* Staff Hiring, Training, Coaching, Motivation
* Presentation, Communication, Conflict Resolution, Interpersonal Skills
* MS Office, Fidelio, Micros System, and Omega System, Visio

PROFESSIONAL EXPERIENCE

**Director – Food & Beverage, May 2012 - Present**

**Warwick International Hotels (Dubai, UAE)**

**Highlights:**

* Played an essential role in the opening of several hotel properties to expand the international hotel chain. Established the restaurants/outlets/food services within these hotels, recruited staff, planned interiors and set-up all functions to make the restaurants operational.
* *Warwick Dubai Hotel, Dubai, UAE:* The hotel comprised 375 rooms, 6 outlets (Steak House, All Day Dining, Fusion Asian, Roof Top, Sports Bar, Lobby Café, Room Service) and 6 meeting rooms.
* *Warwick Doha Hotel, Doha, Qatar:* The hotel comprised 164 rooms, 4 outlets (Italian Fine Dining Restaurant, All Day Dining, Moon Deck terrace, Lobby Café, Room Service) and a banquet facility.
* *Warwick Babylon Hotel, Baghdad, Iraq:* The hotel comprised 300 rooms, 8 outlets (Fusion Asian, Lebanese Traditional, All Day Dining Buffet, Steak House, Pool Terrace, Arabic Café, Lobby Lounge and Room Service), a banquet facility that could house 600 guests, and 3 meeting rooms.
* *Warwick Pangea Beach Resort and Spa, Lebanon, Jiyeh Coast:* The hotel consisted of 74 rooms, with 22 Bungalows, 4 Food and Beverage Outlets (Japanese, All Day Dining, Seafood and Lebanese, Terrace Pool, Room Service) and an outdoor wedding venue.
* Additionally established 2 new F&B outlets at the Warwick Stone 55 Zalka (Lebanon) in 2015, and a restaurant with 135 seat capacity at the 6th floor of the Warwick Palm Beach Hotel (Lebanon) in 2014.

**Key Responsibilities:**

**Operations**

* Establish operational budgets for all the departments, monitor expenditure and control costs to achieve revenue targets and maintain profitability.
* Set up operational standards and procedures and establish quality parameters, review operations and task execution by team members, and improve productivity and efficiency by utilizing management manuals and checklists.
* Review daily performance of the Restaurant Manager, Bar Manager, Store Manager, and Executive Chef and ensure operations managed by them meet performance metrics, and that costs are controlled within budgets.
* Manage purchasing of perishable and non-perishable items, negotiate periodic supply contracts with suppliers and avail of bulk discounts to reduce purchase costs; ensure adherence to standard procedure including rules for way port purchasing.
* Plan and organize staff training and professional development activities, allocate appropriate resources for operations to run smoothly, and monitor and review staff scheduling.
* Conduct service and quality audits in hotel restaurants to verify that customer service and quality standards are being met consistently; work on improving services and food items to enhance guest satisfaction.
* Participate in marketing, business development and promotional initiatives; provide inputs to the marketing and sales team to improve revenue.

**Administration & Team Management**

* Ensure that staff across all departments follows policy and procedures, and they execute their daily work in accordance with defined job descriptions.
* Maintain a transparent and effective communication with the staff, relay clear instructions, handle problems faced by the staff in daily operations, and resolve interpersonal conflicts.
* Enforce compliance with regional regulations and laws applicable to wage settlement, safety and hygiene; maintain records of personnel in F&B department.

**Outlets Operations Manager, Aug 2011 – May 2012**

**Al Amar Lebanese Cuisine (Malaysia)**

**Highlights:**

* Directed highly successful operations and created a constructive image of that led to restaurant being ranked among the top 10 restaurants in Malaysia and the Best Middle Easter Restaurant.

**Key Responsibilities:**

* Managed business operations of restaurants under the brand Al Amar Lebanese Cuisine, focused on maximizing occupancy to achieve targeted revenue and profits.
* Assessed the market and competition in the region, created and executed focused marketing and promotional programs that brought in more patrons to the outlets.
* Developed and implemented effective cost reduction measures that targeted reducing costs related to food and beverage stock, manpower and operational overheads.
* Maintained high standards of food and services, controlled quality at supplier end through supply inspections, and ensured high level of guest satisfaction.
* Monitored staff performance at outlets, organized training to further develop their skills and enable high levels of performance to achieve sales targets.
* Consistently improved the quality of services, food and beverage, introduced new items on the menu, created a pleasing ambience inside the restaurant and enhanced the image of the restaurant.
* Prepared operational budgets and plans, allocated funds to specific programs, monitored program execution within budget and in-time.
* Coordinated with entertainers and performers and finalized contracts with them to perform at the outlets during specific events and functions.
* Enabled a work environment that valued team work and professional excellence, that led to high levels of performance from the staff.

**Banquets and Catering Operations Manager, Dec 2008 – Aug 2011**

**Biel Exhibition Center - Sofil Catering / La Plage / Derwandi / Rest House (Beirut)**

**Key Responsibilities:**

* Supervised the daily catering operations by allocating resources, ensured supplies and equipment were adequate and directed the catering staff.
* Hired specialized staff and other employees in line with requirements, provided skills specific training so that the staff could execute assigned tasks properly; provided motivation and coaching to staff to enable them to consistently achieve goals.
* Enforced workplace safety and health regulations, educated staff and carried out inspections to verify whether health and safety norms were met.
* Participated in operational planning and developing the budget, in line with forecasts; assigned monthly, quarterly and annual targets and goals to the team.
* Focused on maintaining consistently high standards of food and service quality by coordinating with suppliers, and inculcating a culture of quality within the team.
* Monitored financial performance and maintained financial records, updated personnel records of staff members.
* Greeted and communicated with customers, gathered feedback on the quality of food and service and initiated improvement measures based on feedback.
* Supervised facilities and services during special events and functions, ensured that events were conducted smoothly; generated significant business for the company thorough event bookings.
* Developed and organized innovative promotional campaigns and initiatives to gather publicity for the organization; identified business opportunities and converted these to revenue.
* Managed all HR and personnel issues related to the staff; reviewed staff performance and provided effective feedback along with recommendations to improve performance.
* Designed the menu in accordance with popular food preferences in the region, monitored market trends and made changes to processes/services to match trends and market demand.

**Manager of Restaurants, Mar 2008 – Dec 2008**

**Sheraton Hotel (Manama)**

**Key Responsibilities:**

* Planned and supervised the operations of 3 restaurants (Al Safir Restaurant, Fayrouz Restaurant, and The Lounge Bar); collaborated with the F&B Director for implementing strategies to improve efficiency and productivity.
* Supervised restaurant staff and ensured they followed standards and procedures properly, resolved operational issues brought forward by staff and facilitated effective coordination between the teams to run smooth operations.
* Ensured that customers received exceptional service from the staff, encouraged and motivated staff to be presentable and professional during their interaction with customers.
* Conversed with the guests, asked them for their views regarding the hotel and its services, and handled escalations; promoted the hotel and its services to a wide spectrum of customers.
* Maintained and grew the profitability of the restaurant service and bar by eliminating wastages, discontinuing inefficient processes, and ensuring maximum occupancy of the restaurant.
* Enforced and maintained hygiene and cleanliness standards in the seating areas and kitchen, conducted audits and inspections and dealt with non-conformance strictly.
* Maintained control over and reviewed the daily bar inventory, ensured preparation of daily inventory and par report at the end of each shift against restaurant or bar sales reports.

**Food and Beverage In-charge, Jun 2007 – Mar 2008**

**Le Meridien Hotels & Resorts (Kuwait)**

**Highlights:**

* Exceeded sales revenue by 25% in a very competitive market by maintaining high service standards that led to enhanced reputation of the restaurant and increased customers.

**Key Responsibilities:**

* Reported to the General Manager; devised and executed operational plans for F&B outlets, banquet, and Catering Department of 2 Meridien hotels; monitored daily operations and ensured that these ran smoothly.
* Assessed operational resource requirements from time to time, and hired competent professionals accordingly, oversaw their training, assigned specific jobs to them and ensured that they worked as per their job descriptions.
* Maintained staff discipline and enforced company policy and norms; undertook disciplinary actions in case of deviations from norms and standards.
* Mentored and coached staff to continuously improve their performance and enabled them to provide benchmarked industry service standards.
* Chaired departmental and daily planning meetings per shift, communicated plan of action to the team, assigned responsibilities and reviewed work completion.
* Supported the sales effort by acquiring orders for banquets, catering, corporate events and functions.
* Ensured profitability by boosting occupancy of the restaurant, reducing costs and improving operational efficiency.
* Maintained leave and absents records of employees and processed the payroll accordingly, ensured reduction in equipment cost by minimizing loss and preventing misuse.

PREVIOUS ASSIGNMENTS

**Jul 2004 – Jun 2007: Food and Beverage In-charge, Four Points by Sheraton Hotel, Lebanon; Beirut**

* Achieved a 92% performance rating in the annual appraisal from LRA in 2005-06, and was chosen as the ‘Employee of the Month’ in 2005.

EDUCATION

**American University of Lebanon, Beirut, Lebanon**Bachelor’s Degree in Business and Hotel Management (May 2006)

**Lebanese Official Institute, Beirut, Lebanon**BT3 in Hospitality and Hotel Management (May 2001)

PERSONAL INFORMATION

* Citizenship: Lebanese
* Date of Birth: 03/07/1982
* Marital Status: Single
* Hobbies: Reading, Swimming, Music, And Football
* Language: Fluent in English, Arabic, French



 **Gulfjobseeker.com CV No:** **1518276**