**First Name of Application CV No 1625160**

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***C U R R I C U L U M V I T A E***

***CAREER OBJECTIVE***

*With more than sixteen years of work experience in sales, finance, customer care and food & beverage I would like to be given the opportunity to add value to your organization as a committed employee striving to keep improving my skills and capabilities.*

***PERSONAL DETAILS***

***Date of Birth***: 12/2//1973

***Sex***: *Male*

***Marital Status***: M*arried*

***CAREER HISTORY***

***Position: Restaurant Manager***

***Company:*** *Lebanon Express Restaurant UAE*

***Period: F****rom May 2013 until now*

* *Establish the complete restaurant from A to Z (design, fit out, equipment, logistics, staffing, etc.)*
* *Chose food items to be provided and create menu accordingly*
* *Ensure consistent food recipes and preparation*
* *Ensure high standard of food quality and taste at all times*
* *Understand the market requirements and customer wishes*
* *Provide outstanding and efficient customer service*
* *Build and retain good rapport with customers, suppliers and team members*
* *Cost minimization without compromising on standard of quality*
* *Meet and exceed sales targets*
* *Give training courses for employees about customer care and hygiene & health standards*
* *Implement Management policies and standards*
* *Manage stock and monitor date of expiry of products*
* *Perform PRO duties in accordance with the UAE Labor Law*

***Position: Sales Executive***

***Company:*** *Ocean Picnic Boats & Jet UAE*

***Period:*** *From August 2010 to May 2013*

* *Perform complete sales cycle for marine equipment*
* *Responsible for all PRO works, including transfer of marine equipment ownership and staff employment visa*
* *In charge of staff accommodation and transportation*
* *Extensive knowledge of the UAE Labor Law and Free Zone Authority policies & procedures*

***Position: Restaurant Manager***

***Company:*** *Al Khaja Group UAE (Hatem Dine-In Restaurants Dubai Festival Center*

*and Mall of the Emirates Dubai, Al Safeer Fast-Food Restaurants Sahara*

*Center and Mega Mall Sharjah and Ajman City Center)*

***Period:*** *From September 2004 to June 2010*

* *Deliver excellent customer service, attend to customers promptly*
* *Ensure customer satisfaction at all times*
* *Drive additional sales through customer acquisition and sourcing of new markets*
* *Establish sales & marketing plans & targets with sales manager and marketing manager*
* *Ensure sales & marketing plans are followed and sales targets reached*
* *Handle cash register*
* *Manage all restaurant staff, motivate them to achieve highest level of customer service and efficiency*
* *Train new staff members*
* *Monitor food quality as well as restaurant cleanliness and orderliness at all times*
* *Take inventory and rearrange stock*

***Position: Order Captain***

***Company:*** *Cafe Express UAE*

***Period:*** *May 2002 to September 2004*

* *Ensure that section is ready for service*
* *Greet customers promptly*
* *Explain menu items to customers*
* *Take orders*
* *Deliver orders correctly and efficiently*
* *Keep drinks refilled at all times*
* *Provide any assistance required by the customers*
* *Remove unnecessary items from the tables, ensure cleanliness at all times*
* *Offer desert*
* *Deliver the check*
* *Process the payment*
* *Farewell and thank customers*

***Position Bookkeeper and Auditor in Tax Department***

***Company:*** *Ministry of Finance Egypt*

***Period:*** *June 1996 to May 2002*

* *Calculate financial tax value to be received*
* *Collect taxes accordingly and issue receipts for tax payers*
* *Issue reports about late tax payers and refer the cases to Legal Department*
* *Issue daily income reports about the collected taxes*
* *Hand over collected tax money to Accounts Department*
* *Issue monthly, quarterly and bi-annual target achievement reports*

***SPECIAL SKILLS & CHARACTERISTICS***

* *Committed and dedicated professional with diverse capabilities*
* *Honest, trustworthy and reliable*
* *Highly motivated self-starter*
* *Can handle most delicate and challenging tasks*
* *Highly developed managerial skills*
* *Cooperative team player*
* *Can easily relate and adapt to different nationalities and cultural backgrounds*
* *Customer service driven*
* *Cost conscious and efficient way of working*
* *Remains calm and performs well also under pressure*
* *Excellent communication skills both in person and over the phone*
* *Extensive knowledge of how to prepare most food items available in the Middle East with special recipes for ultimate taste and quality*
* *Food Hygiene Certificate from Dubai*
* *UAE Drivers License*

***LANGUAGE & COMPUTER SKILLS***

* *Arabic: Excellent in speaking, reading and writing (mother tongue)*
* *English: Good speaking, reading and writing (second language)*
* *Very good knowledge of Microsoft Office (Excel, Word, Power Point)  
   and Internet Browsing*