**Assistant manager**

**At JA hotel reort and spa**  from 2014 to 2016.

Karim.294007@2freemail.com

Responsible for supervising and controlling the activities of the Waiters, Head Waiters, Runners and Counters Sales. He/she participates in achieving outstanding service and guests’ satisfaction.
**Key Accountabilities**
Serves customers, takes orders, greets guests and relays to the kitchen and bar staff or to the waiters.
Implements hygiene and cleanliness procedures and policies.
Assists in recruiting, training, motivating and evaluating his/her team to ensure that the
department has the necessary skill base and that staff are optimally motivated and enabled to
maximize their potential and contribution to the company
oversees the preparation and presentation of high quality food items by strictly following the
standards and preparation techniques of the brand’s “Products bible”.
Solves customers’ complaints and ensures health and safety regulations are followed at all times in the restaurant.
Controls F&B cost on daily basis and overviews the set targets and budgets of the restaurant’s
operation with the Restaurant Manager.
Controls inventory, monitors revenues and modifies procedures and prices.****

**SUPERVISOR**

**PROFESIONAL EXPERIENCE**

**JA hotel resort and spa**

Ocean view hotel, jumeirah beach residence, DUBAI, UAE nov 2012 till 2014

* Room service supervisor and dining restaurant
* Manage all staffs in the room service
* Make duty rotation for staffs
* Controlled all orders
* Supervising all waiters and waitress the restaurant
* Make sure all the staff are in their station during the operation
* Handling all guest requirements and their complain if any
* And make all the report for full day
* Reporting to my superiors
* And controlled mini-bare

Crumbs d’Élysée Restaurant, Dubai, and UAE *Jan 2011 to march 2012*

**Supervisor**

• Welcome and seat customers and hand menus to them

• Talk to guests about the menu and drinks and recommend combinations

• Take customers' orders and pass them to kitchen staff or bar attendants

• Food and beverage serving for all banquets,.

• Preparation of a large variety of Jus, cocktails, milkshakes and cafés and cold drinks

• Make up bills and present them to customers

• Handle money or credit cards

Beloua Hotel, Tizi ouzou, Algeria *2001 to 2005*

**Head Waiter**

• Managed all bar areas and service personnel

• Managed large staffs of up to several hundred employees, placed food orders to private vendors

• Prepared and replenished happy hour selections.

• Planned, prepared, and produced banquet and a la carte operations.

• Booked international and domestic air arrangements for large groups

El Djazair Hotel (St. George hotel), Algiers, Algeria *2005 to 2007*

**Head waiter**

• Received food and beverage orders, advised on daily specials, and delivered food and drinks

• Verified the accuracy of charges, delivered customer checks, and ensured prompt processing of transactions

• Provided quick, efficient and friendly service to customers, delivered efficient, courteous service to customers

Hilton International, Algiers, Algeria 2007 to 2009

**Head Waiter**

• Maintained a high level of customer satisfaction through attention to detail in defining needs

• Maintained safe and sanitary conditions

• Supervised and scheduled wait staff and kitchen personnel

• Courteously and efficiently served customers and operated cash register.

• Resolved staff and customer grievances

**EDUCATION**

INTHT, Tizi ouzou, Algeria *1999*

Restauration qualifie agent

IFHT, Tizi ouzou, Algeria *2004*

Chef de Partie

TSI informatique, Azazga, Algeria *1996*

Computer Operator

University science and technology Algeria, ALGERS 1994 senior technician department electronic

**SKILLS**

• Exceptional leadership abilities concerning team initiatives

• Skilled in improving customer retention levels within highly competitive markets

• Results-oriented professional with experience in customer service and administration.

• Outstanding interpersonal, communication, analytical, and relationship building skills

• Languages Spoken: Arabic, French, English, Spanish

**Volunteer**

Touiza, Algiers, Algeria *2000 to 2003*

• Organizing celebrations in hospital for sick children

• Taking old people on a tour and sightseeing

• Helping old schools without budget to repaint all the area

**Personal info**

Nationality: Algerian

Civil state: marred

Languages Spoken: Arabic, French, English, Spanish and mother tongue is a Berber

Height: 181cm , weight: 78kg

Karim