Raymond.359145@2freemail.com

Dear Sir or Madam,

 I, Raymond apply to your fine institution, with the hope of finding a job that will boost my career & that will show yourselves how devoted & hard working I am. I have the honor to submit my application to your esteemed institution for any vacancy you have that you may see suitable to my qualifications.

 Having worked in good and well known hotels & restaurants, I know how valuable good employees are. All service based organizations after all, have access to the same information, the same suppliers & the same consumers. The organization that differentiates itself by effectively recruiting, training & retaining its people, is best equipped to succeed in today’s competition business environment.

 I would greatly appreciate the opportunity to be considered with your working departments, ranging from Food & Beverage, Front Desk, Administration, or Managerial Positions. Enclosed please you will find my personal data in which I have detailed my education & experience skills hoping to be found satisfactory, bearing in mind that all certificates shall be submitted upon request.

 I am currently enrolled in hospitality field after joining “Pigier French College”, & achieving successfully a Diploma & a B.A. in Hotel Management. Then thru learning by distance, accomplished an M.B.A. in International Hotel Management. I have been trained theoretically & practically to apply the aspects of the hotel industry. Should you be able to grant me the chance to be of service, then I shall devote myself to your entire satisfaction.

 Besides my education, I have a work experience in much internship that I have combined with my hard work, motivation & determination to succeed, making me valuable to your organization.

 I look forward to hear from your kind person so that I can share with you my background & enthusiasm for the job.

 Looking forward for new challenges where my ambition can be well satisfied & where I can build a successful career, and waiting for your honorable response. Till then my best regards.

**Curriculum Vitae**

**Name *: Raymond*** .

June - October 2016:

Accomplished a special advanced management belt program accredited from IABC Lebanon, USA & Canada.

\*Project Management.

\*Human Resources Management.

\*Monitoring & Evaluation Management.

\*Proficiency In Management - Yellow Belt.

\*Training of Trainers.

\*Organizational Strategic Planning.

\*Organizational Leadership – Green Belt - (Mini MBA).

\*Total Quality Management.

\*Public Relations - Black Belt – Management Consultant.

Pursuing Management Consultancy Certificate, Black Belt (Under Process):

Estimated graduation date Oct., 2016.

Writer & author of the following book titles:

-S.P.I.O. 14: Standards & Procedures of Internal Organization.

-Guide To The Saucier’s Craft.

-Bartender: A Great Mixologist.

-Menu: Pricing & Design.

-Practical Lessons in Impeccable Service.

-Casual & Fine Dining: Ultimatum.

-Expanding Business thru Franchising.

-Management: For the Improvement of Society, Organizations & Oneself.

-H.A.C.C.P.: Guide to the Safest Working Environment.

Social enrolment:

A subject of biographical record in “who’s who in the world”.

Experience:

Dec. 2014 – Jun. 2016:

 Zakher Palace Office , Al Ain, UAE – General Manager.

 The office that handles & runs all the mutual locations & interests of

 T.H. Sheiks of Abu Dhabi in UAE, Spain, Morocco, Uzbekistan, & Pakistan.

Feb. 11 – Dec. 2014:

Hospitality consultancy freelance services. Services include everything related to the industry, ranging from menu issues, feasibility studies, concept creation & development, training sessions & seminars, franchising, business development, S.O.P. manuals, solutions….etc.

In addition to private tutoring for hospitality university students.

Apr.07- Jan. 11: The Living Concepts Company – Bahrain.

* General Manager.

In charge of several hospitality concepts : Maya La Chocolaterie, Fire of Brazil, Jalapeno Charlies (Mexican cuisine), Dash Coffee, Nrgize Drinks (energy fresh juice shop) and Love Salad.

Took over since the soft opening of the company.

Duties & Responsibilities:

- Handling a staff of 280 employees plus the total operation, reporting to the Managing Director.

-Providing leadership & vision to the organization.

-Development of long range annual plans.

-Overseeing preparation of annual report summarizing P & L.

-Employee recruitment, development, training, & screening.

-Implementing policies & procedures.

-Overseeing the annual budget & audit.

-Insuring accurate quality of production.

-Insuring customer satisfaction & goal achievement Vs. Expectations.

-Maintaining the smooth operation in all branches.

-Completion & addressing all services in a timely fashion.

-Insuring continued growth.

Overseeing annual sales reports.

-Forecasting sales & food costs.

-Conducting extensive SWOT analysis.

-Planning, directing, co-coordinating etc. etc. etc.

March 04 – March 07 “Grange City Hotel”-5\*\*\*\*\* hotel chain- London – United Kingdom.

 - Assistant Operations' Manager (F&B).

 - Operations' Manager.

 - Deputy General Manager.

 Joined the hotel as an Assistant Operations Manager running the F&B

 Department. Promoted to Operations Manager, then to Deputy General

 Manager reporting to the General Manager.

Duties & Responsibilities:

-Strategic planning & execution of annual operating plans.

-Assisting the G. M. with duties, monitoring policies and procedures and suggesting improvements.

- **Implementing** business procedures.
-Controlling cost or expenditure.
- Maintain quality standards.
-Training employees.
-Budgeting.
-Preparing reports.
-Attending meetings.

- Forecasting sales & food costs.

-Achieving yearly sales targets & high-level standard of quality, service & value.

-Leading FOH & BOH managers to achieve goals & objectives.

 etc. etc. etc.

2002 – 2004 “Sheraton Palms and Resorts” Abu Dhabi –United Arab Emirates.

 - Headwaiter, Assistant Manager- Conference & Banqueting.

-C & B Manager.

- Assistant F&B Manager.

Duties & Responsibilities:

- All food and beverage outlets, storage and provision areas.

- Ensure that at all times the standards set are adhered to.

- conducting training and refresher classes for all F&B personnel in the correct procedures.

- Monitor daily hygiene and work practices in both service and production under HACCP & FSMS.

- Carry out all inspections.

- Maintaining Standard Procedures.

- Service & public Operations.

Etc. etc. etc.

2000 – 2002 “Phoenicia Inter-continental”, Lebanon.

-Headwaiter, Assistant Manager- Conference & Banqueting.

-Restaurant Manager.

 1999 - 2000 “Promenade Hotel” - Lebanon.

 -Waiter- room service.

 -Captain waiter- room service, Cavallino Italian restaurant.

 -Supervisor- room service.

 -Headwaiter, assistant manager- Cavallino Italian restaurant.

1998 “Lebanese Army”.

-One year military service.

1994 – 1997 “Winners”, Lebanon.

-Staff member.

- Team Leader.

-Assistant Manager.

Feasibility studies & project developments:

Feb.-May. 09 Shaqab Abela Catering Services – Qatar.

 - Operations Manager (consultant trainer). Project duration was for 3 months.

Oct.-Dec. 08 Kingdom Holding – Riyadh - K.S.A.

-As an advisor trainer for the Master Ceremonies (Protocol & Honors) in H.H. Prince Al-Waleed Bin Talal Al Saud Riyadh Palace. In addition to the F&B catering & banqueting section. Project duration was for 3 months.

-2007 “Ruby Tuesday”- Marsana Co. – Jeddah – K.S.A.

-2004 “Noura Restaurants” -London – United Kingdom.

-2004 “Violette Café Restaurant”- London – United Kingdom.

-2002 “Keif Restaurant”- Ashrafieh- Lebanon.

-2001 “Ynopos”- Zouk, Lebanon.

Training:

-2001 – 2002 “Phoenicia Inter-continental”, Lebanon.

 -One year cross training- front & back of the house.

-May. – Jul. 2001 “Metropolitan Palace Hotel”-Beirut, Lebanon.

-F & B Trainee. Member of the opening team.

# -2001 “Bella Riva Suite Hotel” - Beirut, Lebanon.

# -Front office agent trainee for 3 months.

Programs & Departments Trained for:

-Customers come first. -Guest courtesy techniques.

-Téléphone techniques. -Fire training.

-Hygiene & association. -Human resources.

-Public relations. -Wine sessions.

-10 Banquet beverage sessions. -Laundry & housekeeping management.

-Purchasing management. -F & B management.

-Sales & marketing. -First aid.

-Culinary preparation. -Front desk operations.

-Basic life support. -HACCP.

Education:

\* 2002 through “Learning by Distance", achieved a master’s degree (M.B.A.) in “International Hotel Management” from “Alpine Center University” – Switzerland.

 \*2002 "Pigier French College" - (B.A.) Hotel Management.

\*1998 – 2001 “Pigier French College”- Diploma in Hotel Management. 1st, 2nd and 3rd year accomplished successfully.

\*High School education - “Achrafieh High School” – Lebanon.

\*Languages:

Arabic-English: written and spoken very well.

French: written and spoken.

\*Computer Skills:

Windows, Office, Word, Excel, Hotix Prologic, P.M.S. (Graphical P.O.S., F&B Stock, Back & Front Office), Micros.

\*Interests, Hobbies and Activities:

Scuba diving, Traveling, Speed Races, Music and Movies.

 Hoping that my qualifications & potentials satisfy your needs. Till then my best regards.