

**Jamil**

**Jamil.365488@2freemail.com**

**Visa Status:** Employment Visa

**Career Objectives:**

To ensure high standards of efficiency in the running department whilst always aiming for an increase in standards, profitability and staff development

**Current Employment:**

* **Millennium & Copthorne hotels/ Millennium Hotel Fujairah UAE**

Working as an Executive Chef (3rd of August 2014 till present)

**Professional experience:**

Working as an Executive chef & HACCP team leader, and a part of the pre-opening team, it is a five star luxury city hotel with 221 spacious guestroom upscale and spacious guest rooms and suites including an Executive Club lounge, five F&B outlet beach pool bar, Mediterranean restaurant, all day dinning, lobby lounge café, in room dinning 24 hours and the five meeting rooms with the capacity of 250 persons, with a team members number of almost over 41 including kitchen and stewarding, taking care of entire SOE’s for kitchen and stewarding and kitchen designing according to HACCP and municipality requirements, monitoring cost, payroll and quality, supervising the hiring and training process of the new team member, ensuring a fluent operation in the entire food & beverage, back of the house areas, performing regular supply inventories, the main task consists of connecting the various culinary departments, which were used of operating independently. Additionally, defining and implementing standards of service and operation for each department, improving communication between the various outlets, supervising day-to-day operations and the scheduling of the various teams, guiding the daily operational meetings and the daily management meetings, supporting the F&B manager and his assistant, reporting directly to the general manager.

**Job Responsibilities:**

* Leads kitchen management team.
* Provides direction for all day-to-day operations.
* Understands employee positions well enough to perform duties in employees' absence or determine appropriate replacement to fill gaps.
* Provides guidance and direction to subordinates, including setting performance standards and monitoring performance.
* Utilizes interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision-making; demonstrates honesty/integrity; leads by example.
* Encourages and builds mutual trust, respect, and cooperation among team members.
* Serving as a role model to demonstrate appropriate behaviours.
* Ensures property policies are administered fairly and consistently.
* Reviews staffing levels to ensure that guest service, operational needs and financial objectives are met.
* Establishes and maintains open, collaborative relationships with employees and ensures employees do the same within the team.
* Solicits employee feedback, utilizes an "open door" policy and reviews employee satisfaction results to identify and address employee problems or concerns.
* Supervises and coordinates activities of cooks and workers engaged in food preparation.
* Demonstrate new cooking techniques and equipment to the team members.

**Setting and Maintaining Goals for Culinary Function and Activities**

* Develops and implements guidelines and control procedures for purchasing and receiving areas.
* Establishes goals including performance goals, budget goals, team goals
* Communicates the importance of safety procedures, detailing procedure codes, ensuring employee understanding of safety codes, monitoring processes and procedures related to safety.
* Manages department controllable expenses including food cost, supplies, uniforms and equipment.
* Participates in the budgeting process for areas of responsibility.
* Knows and implements the brand's safety standards.

**Ensuring Culinary Standards and Responsibilities are met**

* Provides direction for menu development.
* Monitors the quality of raw and cooked food products to ensure that standards are met.
* Determines how food should be presented, and create decorative food displays.
* Recognizes superior quality products, presentations and flavour.
* Ensures compliance with food handling and sanitation standards.
* Follows proper handling and right temperature of all food products.
* Ensures employees maintain required food handling and sanitation certifications.
* Maintains purchasing, receiving and food storage standards.
* Prepares and cooks foods of all types, either on a regular basis or for special guests or functions.

**Ensuring Exceptional Customer Service**

* Provides and supports service behaviours that are above and beyond for customer satisfaction and retention.
* Improves service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
* Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
* Displays leadership in guest hospitality, exemplifies excellent customer service and creates a positive atmosphere for guest relations.
* Interacts with guests to obtain feedback on product quality and service levels.
* Responds to and handles guest problems and complaints.
* Empower employees to provide excellent customer service. Establishes guidelines so employees understand expectations and parameters. Ensures employees receive on-going training to understand guest expectations.
* Reviews comment cards, guest satisfaction results and other data to identify areas of improvement.

**Managing and Conducting Human Resource Activities**

* Identifies the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
* Ensures employees are treated fairly and equitably.
* Trains kitchen associates on the fundamentals of good cooking and excellent plate presentations.
* Administers the performance appraisal process for direct report managers.
* Interacts with the Banquet Chef and Catering department on training regarding food knowledge and menu composition.
* Observes service behaviours of employees and provides feedback to individuals and or managers.
* Manages employee progressive discipline procedures for areas of responsibility.
* Ensures disciplinary procedures and documentation are completed according to Standard and Local Operating Procedures (SOPs and LSOPs) and supports the Peer Review Process.

**Additional Responsibilities**

* Provides information to executive teams, managers and supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
* Analyses information and evaluating results to choose the best solution and solve problems.

**Work Experiences:**

* **Oceanic KorFakkan resorts and Spa Fujairah KhorFakkan**

Working as an Executive Chef (9th December 2012 till 1st of August 2014)

**Professional experience:**

Working as an Executive chef & HACCP team leader, and a part of the pre-opening team, it is a four star luxury resort with 177 spacious guestroom and 15 lavish suites, six F&B outlet beach pool bar, seafood restaurant, all day dinning, lobby tea lounge, café Oceanic, in room dinning 24 hours and the grand ball room with the capacity of 600 persons banquet style or 1000 persons theater, with a team members number of almost over 40 staff including kitchen and stewarding, increasing revenue, monitoring cost, payroll and quality, supervising the hiring and training process of the new staff, ensuring a fluent operation in the entire food & beverage, back of the house areas, performing regular supply inventories, the main task consists of connecting the various culinary departments, which were used of operating independently. Additionally, defining and implementing standards of service and operation for each department, improving communication between the various outlets, supervising day-to-day operations and the scheduling of the various teams, guiding the daily operational meetings and the daily management meetings, supporting the F&B manager and his assistant, reporting directly to the general manager.

**Job Responsibilities:**

* Monitors all duty schedules in the kitchen operation.
* Conducts bi-monthly a presentation of 12 new novelties, disk
presentation, amenities, etc. to stay in line with operational trends.
* Reviews and corrects the appearance (condition of uniforms) and grooming of all assigned staff.
* Evaluates the performance of the assigned team and initiates promotions.
* Responsible for the timely kitchen preparations for all meal services in the outlets and Banquet activities in line with the stipulated opening hours.
* Frequently tours through all Kitchens, Stores and other food production facilities ensuring the highest possible hygiene and maintenance standards.
* Develops food promotions and initiates the appearance of guest chef’s if the situation requires.
* Frequently tours of the dining outlets and related areas to assure the well being of all guests by maintaining a close friendly contact.
* Handles guest complaints directly if the situation requires.
* Drives together with the Food & Beverage Manager all extracurricular events in the outlets as per the annual promotions calendar.
* Controls the food cost by reviewing and approving all store requisitions and direct purchases and minimizes wastage.
* Ensures that the immediate reliever is well informed about all relevant operational issues.
* Directs the development of future Executive Sous Chefs / Chefs.
* Monitors all food par stocks.
* Drives with the Food & Beverage Manager all menus changes and documents all dishes and issues presentation information to all parties concerned.
* Ensures that every dish leaving the kitchen is of appropriate portion and well-presented according to the recipes and presentation standards
* Monitors all goods transfers to other areas.
* Initiates spot checks on expiry dates of all food products.
* Ensures the proper handling of all FF&E and operating equipment.
* Stays updated on changing food service trends i.e. new products, presentation and operating equipment.
* Controls and approves all kitchen payroll related documents, prior to their submission to the accounts.
* Establishes the highest possible hygiene and food safety standards either enforced through local legislation or own personal efforts. (HACCP Standards).
* Attends all regular department head meetings and conducts at least two monthly meetings with his Sous-chefs and other key personnel to maintain open communication lines.
* Participates actively to meet / maximize the departments’ revenue forecast and exercises the constant control of the operational costs.
* Familiar with the company’s internal policies and all safety policies
* Keeps myself updated on all business activities of equal competitors and changing industrial trends.
* Ensures that emergency exits in the kitchen and all related areas are always in clean condition and absolutely free of any obstacle and the exit door is easy to open from inside.
* Prepares or supervises the preparation of all menus.
* **Casa Hotels and resorts Al Hamra Palace beach resort and Al Hamra Village golf and beach resorts Ras Alkhaimah-UAE (Pre- Opening team)**

Working as an Executive Sous Chef/ acting Executive chef (14th September 2011 till 30th November 2012)

**Professional experience:**

Acting as an executive chef in charge in Five Star hotel of both newly opened property Al Hamra Palace and Beach resort and Al Hamra Village Golf and Beach resort under the name of Casa hotels and resorts with 360 rooms including apartments, junior sweets and standard rooms with over eight different dining outlets including two all day dining restaurants with average covers per day of 800 persons minimum, with 53 team member from kitchen and stewarding, monitoring the food cost, payroll and quality, supervising the hiring and training process of the new staff, ensuring a fluent operation in the entire food & beverage, performing regular supply inventories. Additionally, defining and implementing standards of service and operation for each department, improving communication between the various outlets, supervising day-to-day operations and the scheduling of the various teams, guiding the daily operational meetings and the daily management meetings, acting as in charge of the F&B in the Absence of the F&B manager and reporting directly to the general manager.

**Job Responsibilities:**

* Take full responsibilities of the kitchen, stewarding and supporting the F&B director and taking his place when he or she is absent.
* Work on Food Production, Promotion and quality improvement.
* Ensure high standards of hygiene in all kitchens.
* Keep working area at all times in Hygienic conditions according to
the rules set by the hotel.
* Communicate to all Chefs in all relevant & important matters.
* Create high quality and creative food products to satisfy the customer.
* Provide hands on training to the direct staff whenever necessary.
* Control the food stock and cost.
* Promote efficiency, confidence, courtesy and an extremely high standard of social skills.
* Generally promote and ensure good inter-departmental relations.
* Display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.
* Demonstrate pride in the workplace and personal appearance at all times when representing the hotel thus identifying a high level of commitment.
* Adhere to Company and Hotel rules and regulations at all times To report any equipment failures/problems to the Maintenance Department.
* Pass any maintenance requests to the Maintenance Department.
* Participate in any Training/Developments schemes as recommended by senior management.
* Assist the Duty Manager in any task outlined/detailed by him/her.
* Comply with any reasonable request made by management to the best of your ability.
* Ensure that the standards required by Law and by Management are maintained at all times in the areas specified above.
* **Danat Al Ain Resort** (**Former Intercontinental Al Ain Resort)-UAE**

Working as an Oriental Chef (1st January 2011 till 10th September 2011)

* **Intercontinental Al Ain resort UAE**

Working as an oriental chef (June 2006- till 31st December 2010)

**Professional experience:**

Prepare and serve a range of menu items that meet the customer’s expectations, whilst

 Supervising junior members of the kitchen brigade, Promotes the desired work culture around

 The five core values of trust, integrity, respect, one team and service of the IHG and the brand

 Ethos, Opening and set-up of oriental kitchen operations, implementing operational work

 Procedures and hygiene standards for the oriental kitchen, equipment set-up and training the

 Hygiene standards

 **Job Responsibilities:**

* Sharing some duties with the Executive Chef including ordering and menu planning.
* Taking place of the Executive Chef while he was on vacation to assume his responsibilities & handled the operation smoothly controlling the food cost.
* Monitoring and controlling the departmental operations, considering revenue and expenditures.
* Taking appropriate action to resolve guest complaints.
* Maintaining a high level of knowledge, which affects the guest experience.
* Managing cost control by preparing efficient work schedules.
* Comply with all HACCP requirements and procedures as per HACCP manual.
* Planning for future staffing needs.
* Conducting probation and formal performance appraisal in line with the company guidelines.
* Coaching and discipline staff, providing constructive feedback to enhance performance.
* Preparing all extensive range of regional foods
* Demonstrating services attributes in accordance with industry expectations and company standards.
* Actively work at developing staff and identify high potentials.
* Define and implement critical path for oriental production kitchen.
* Assisting the Executive chef in office work.
* Oriental menu design and costing.
* Defining work procedures and assisting in kitchen set-up plans.
* Drafting Standards operating procedures and food production training.
* Implementation of health and safety and hygiene standards.
* Responsible for day-to-day operations of centralized oriental kitchen facilities.
* Opening and set-up of buffet operations, banqueting functions, and outside catering.
* Full knowledge on the civil soft HRM system.
* Full knowledge on the FBM system.
* **Crowne Plaza Hotel Dubai-UAE**

Worked as a chef-de-partie in the oriental kitchen (April 1999-June 2006)

**Job Responsibilities:**

Crowne plaza Dubai is one of the leading five star properties in Dubai, as a chef de partie I was

Responsible in opening and set-up of buffet operations, preparing the hot and cold dishes, Arabic

Foods, equipment’s set-up, implementing operational work procedures and hygiene standards, also

Responsible for the outside catering services, in the absence of chef de partie my job

Responsibilities included day-to-day operation in the oriental kitchen.

* **Al Bustan Palace Intercontinental Hotel (Sultanate of Oman)**

Worked as a organizer chef (December 2001)

**Job Responsibilities:**

Worked in the (A.G.C.C) Summit for 1 week as a organizer chef in the oriental kitchen. This summit included conceptualization, planning, preparing with production capacity for 5000 guest.

* **Shahin hotel tartous- Syria**

Worked as a assistant oriental chef (July 1998- February 1999)

**Job Responsibilities:**

Worked as an assistant oriental chef, opening and set-up of oriental kitchen operations, implementing operational work day to day, preparing all kinds of hot and cold dishes, my job responsibility included assisting executive oriental chef in the daily operations of the oriental kitchen, and managing the oriental kitchen staff.

* **Tahone restaurant- Syria**

Worked as a chef assistant / waiter (January 1995- March 1998)

**Job Responsibility;**

Worked as a waiter and chef assistant. Preparing all kinds of cold and hot dishes, assisting the oriental chef in day-to-day operation and kitchen set-up plans

**Special Project and Trainings:**

* HACCP System Internal Audit Training ( January 2014)
* Foundation certificate of HACCP awareness (June 2013)
* GHP good hygiene practice certificate (June 2013)
* Leader ship skill (July 2013)
* Management team building (July 2013)
* Conflict management (August 2013)
* Effective presentation skills at InterContinental Hotel and resort Al Ain (May 2010)
* You bring it to life engagement program at InterContinental Hotel and resort Al Ain

(March 2010).

* CTC - Craft training certified (December 2008).
* IQ a program designed to deliver full answers to all the guests frequently asked questions in the optimum manner for IHG chain standard (August 2007).
* Intermediate food hygiene certificate (March 2007) with credit pass.
* HACCP certified employee Intercontinental Hotel Al Ain (March 2007).
* Foundation certificate of HACCP awareness. (February 2007).
* HACCP certified employee Crowne Plaza Hotel Dubai (June 2006).
* Refresher basic food hygiene (July 2005).
* Introduction to performance management for employees Intercontinental hotels group

 (November 2003).

* Make it happen program at Crown Plaza Dubai shik Zaid rd (July 2003).
* Foundation certificate in food hygiene, chartered institute of environmental **h**ealth (April 2002).
* Escoffier 2000 cuisine (1999)

**Awards and Certification:**

* Chaine Des Rotisseurs dinner at InterContinental hotel and resort Al Ain (October 2009).
* Chaine Des Rotisseurs dinner at InterContinental hotel and resort Al Ain (April 2009).
* Chaine Des Rotisseurs dinner at InterContinental hotel and resort Al Ain (October 2008).
* Chaine Des Rotisseurs dinner at InterContinental hotel and resort Al Ain (April 2008).
* Chaine Des Rotisseurs dinner at InterContinental hotel and resort Al Ain (October 2007).
* Employee of the month Crowne Plaza Hotel Dubai (May 26,2006 )

**Personal Details:**

**EDUCATIONAL ATTAINMENT:** Hotel Institute Management Graduate Year 1998

**DATE OF BIRTH:** May 6, 1980

**MARITAL STATUS:** Married +2 child

**AGE:** 35 Years old

**HEIGHT:** 5ft. 7 inches

**NATIONALITY:** Syrian Arab Republic

**LANGUAGE SPOKEN:** Arabic, English

**HOBBIES:** Cooking, Fishing, Reading books.

**SKILLS:** Computer Literate, Interpersonal skills**.**