

**Information personal**

**First name: Hassan**

**Date of birth: 28-07-1970 Nationality: Belgium**

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**Address email:** hassan.376646@2freemail.com **Location: Abu Dhabi UAE**

**Studies& Training**

**\* Obtaining a B.A** **degree in Social Sciences Alexandria University-Egypt 1988**-**1992**

**\*Obtaining Bachelor of Science in international hotel Management (Robert Kennedy College Zurich- Swiss) 1998- 2001**

 **\*Obtaining B.A degree Social, economic, politic and science by the French community of Belgium2009**

**\* Obtaining the certificate Marketing Hotels 02/2006
 Center training and development &Hospitality (Brussels-Belgium)**

**\* Obtaining the certificate in Sales Hotels 06/2006
 Center training and development &Hospitality (Brussels-Belgium)**

**Languages**

**English: Speaking-Writing-reading (Fluent)**

**French: Speaking-Writing-reading (Fluent)**

**Flemish: Speaking-Writing-reading (fair)**

**Arabic: Speaking-Writing-reading (Fluent)**

**Professional Experiences**

**Hotel Hilton Sharm al sheikh-EGYPT**

**Food and Beverage Super Visor 1993-1995**

.  **\*Conducts/Participate to the daily briefing and de-briefing all service staff in the restaurant.**

**\* Responsible for the consistent follow up in the implementation of the Policies and Procedures in operating the Restaurant.**

**\*Responsible for maintaining the sanitation standards in the Restaurant.**

**\*Responsible for providing functional assistance to the staff during peak periods.**

**\*Responsible for scheduling sufficient manpower in the outlet to suit volume of business.**

**\*Taking care about all the guest’s orders and to be sure that all the orders served in the accurate time and there was no delay of the orders**

**\*Making sure that the restaurant well stock from the general supplies**

 **\*Making the effort to reduce the cost of the general items**

**\* Entirely flexible and adapt to rotate within the different sub departments of the Food & Beverage Division (the restaurant or the café) as assigned.**

**THE GRAND HOTEL- Hurghada-EGYPT •**

 **Assistant Restaurant Manger 1996- 1998**

**Floor supervision**

**Customer satisfaction**

**Consistency of levels of service**

**Training and daily briefing**

**Schedules and payroll**

**Standard testing**

**Maintaining budget lines**

**Maximize profitability of the restaurant.**

**Maintains guest service standards.**

**Ensures that staff report on duty punctually.**

**Ensures that staff completely understand company policies &standards**

**Analyzing menus and products of competitive restaurants.**

**Supports training programs& trains staff.**

**Schedules staff as per needs of the business.**

**Handles guest complaints.**

**Inspect the physical condition off furniture and decorations.**

**Checks the tidiness & cleanliness of staff.**

**Maintains good relationship within the department and guests.**

 **Familiar with F &Band company standards.**

**Conducts daily briefing and de-briefing for a function assigned.**

**Prepares effective duty roster to ensure sufficiency of manpower in accordance to volume of business.**

**Communicates effectively with guests, subordinates, immediate superior and other section heads.**

**Attends weekly F &B briefing, F &B Meeting with the F &B department and all other training sessions and meeting required for the position.**

**Administrate personnel action, on leaves, overtime requests, disciplinary actions and commendation.**

**Identifies and solves problems in service in a professional manner.**

**Assists the company in conducting month-end inventory of beverage supplies, operating supplies, food supplies and operating equipment.**

**Reports and controls breakage and losses in the restaurant.**

 **Implements cost savings procedures in electricity, operating supplies and other controllable costs in relation to service operation.**

 **Marriott hotel (Internship) Zurich-Swiss 1998-2001**

**Related by Robert Kennedy College**

**Training during my study period in various hotel departments**

**(Housekeeping-Room service-food and beverages-Kitchen-Stewart-Front Office desk-Reservation)**

**Hotel Montgomery ( Concorde Hotels) Brussels- Belgium**

**Assistant Food and Beverage Manger 2002-2008**

**- Responsible for all areas of the food & beverage operations**

**Ensure all customers are provided with outstanding service**

**Ensure kitchen, restaurant, and bar operations are opened and closed according to policy**

 **Responsible for ordering supplies, and inventory control and establishing relationship with suppliers**

 **Ensuring the business receives competitive terms**

 **Responsible for food hygiene, and health and safety issues**

**Responsible to assist in menu planning, development and meal specials**

 **Ensure all kitchens and eating areas are organized and maintain a high level of cleanliness**

 **Provides leadership and guidance to all team members**

 **Ensure proper cash management controls are followed by all food & beverage staff members, as per policy**

 **Responsible for food quality, and presentation**

 **Ensure the food & beverage operations are properly staffed with trained competent individuals Maintain all liquor regulations as set out by the A.G.C.O. Adhere to all government guidelines for proper and safe food and beverage service (Serve Safe; Smart Serve; Food Handling Training Protocol - Ministry of Health) Ensure waste is minimized and properly recorded Participate on committees to assist with event details, and other special requirements**

 **Responsible for report generation on a per needs, monthly and fiscal basis**

**•Advanced Trading CO. (LTD) Brussels- Belgium**

 **Customers service 2008-2010**

**Service after sales \***

**\*Communications necessary between the various departments**

 **\*Report general to the main office**

 **\*Responsible for ordering supplies, and inventory control and establishing relationship with suppliers**

**\* Ensuring the business receives competitive terms**

**.**

**Friends Company for Restaurants and Franchise Management (Cairo, Egypt)**

 **Assistant Food and Beverage Manager 2010-2012**

**\*Ensure proper cash management controls are followed by all food & beverage staff members, as per policy**

**Responsible for food quality, and presentation \***

 **Ensure all kitchens and eating areas are organized and maintain a high level of cleanliness**

 **\*Responsible for all areas of the food & beverage operations**

 **\*Ensure all the Customer satisfaction**

 **\*Consistency of levels of service**

 **\*Training and daily briefing**

 **\*Schedules and payroll**

 **\*Ensures that staff report on duty punctually.**

 **\*Ensures that staff completely understand company policies &standards**

 **\*Analyzing menus and products of competitive restaurants..**

 **\*Handles guest complaints When it necessary**

 **\*Follow up the paper work**

 **\*Development the skills between staff**

 **\*Analysis sells and forecasting monthly**

 **\*Keeping coast competitive with pricing**

 **\*Maintenance for all equipments –Furniture-Decoration**

**Friends Company for Restaurants and Franchise Management (Cairo- Egypt)**

**Delifrance

 Food and Beverages Operation Manager 2012—2014**

## Job brief

 **Responsible for managing all F&B operations and for delivering an excellent guest experience.  Able to Forecast, plan and manage all F&B orders, staff and Finance. The goal is to maximize sales and revenue through customer satisfaction and employee Engagement.**

**Responsibilities**

**Communications necessary with suppliers France for our products \***

**Make sure handles between stock and products shows \***

 **\* Super vision floor**

 **\*Ensuring the business receives competitive terms**

 **\*Responsible for food hygiene, and health and safety issues**

**\*Responsible to assist in menu planning, development and meal specials**

**\*Ensure all kitchens and eating areas are organized and maintain a high level of cleanliness**

 **\*Responsible for all areas of the food & beverage operations**

 **\*Ensure all the Customer satisfaction**

 **\*Consistency of levels of service**

 **\*Training and daily briefing**

 **\*Schedules and payroll**

 **\*Ensures that staff report on duty punctually.**

**\*Ensures that staff completely understand company policies standards**

 **\*Development the skills between staff**

 **\*Analysis sells and forecasting monthly**

 **\*Keeping coast competitive with pricing**

**\*Responsible for ordering supplies, and inventory control and establishing relationship with suppliers**

 **\*F &B briefing, F &B Meeting with the F &B department**

 **\*Report general weekly**

 **\*Audit monthly for all departments**

 **\* Helper in decision**

**Food Plus Company for Restaurants and Franchise Management
 (Cairo – Alexandria) Egypt**

 **Food &Beverage Operation Manager 2014 -2017**

 **Work, and develop relationships, with external suppliers to ensure the very best reputation within the industry, and receives the service required to ensure that the operational Food and Beverage team can deliver the highest quality product, and the highest financial return**

**Work closely with the Manager to ensure correct stock levels are available from central distribution area, to assist the operational Food and Beverage team**

**Ensure strict compliance with all relevant Hygiene and Safety legislation and requirements**

**Ensure that the industry standard with regard to safety and hygiene**

**Training culture within the Food and Beverage team**

**Review the product range to ensure that all key quality standards are maintained**

**Responsible for maintaining and helping enforce the agreed brand standards for each unit by conducting and managing monthly audits**

**Representative for Special Events, working each special event as the departmental duty manager**

**Responsible for all trade press subscriptions and ensuring relevant information is passed on to the Restaurant Managers and Assistant Managers**

**Create and be required to operate within efficient labor budgets for each season, tracking Labor spending and providing input regarding capital projects and initiatives**

**Full responsibility for managing and meeting all committed budgets related to the Staff Restaurant**

**Full responsibility for purchasing officer and budget controller for the restaurant, creating a professional relationship with all suppliers**

**This will include ordering of equipment within financial constraints, invoice querying and establishing a positive relationship with the park Finance Department**

**Assist in the planning and implementation of new ideas and menu specifications each season, working closely with Central Support to ensure they fit with guidelines and are to the high quality our guests expect**

 **Responsible for to make a manual (Operational &Products) for all branches of the company …**

 **R A M CHURRASCARIA (FOGO DE BRAZIL) Abu Dhabi – UAE**

 **Food & Beverage General Manager (present)**

**Create and be required to operate within efficient labor budgets for each season, tracking Labor spending and providing input regarding capital projects and initiatives**

**Assist in the planning and implementation of new ideas and menu specifications each season, working closely with Central Support to ensure they fit with guidelines and are to the high quality our guests expect**

**Full responsibility for managing and meeting all committed budgets related to the Staff Restaurant**

**Full responsibility for Special Events, working each special event as the departmental duty manager**

**Full responsibility for purchasing officer and budget controller for the restaurant, creating a professional relationship with all suppliers**

**Review the product range to ensure that all key quality standards are maintained**

**Responsible and develop relationships, with external Companies to ensure the very best reputation within the industry, and receives the service required to ensure that the operational Food and Beverage team can deliver the highest quality product, and the highest financial return (Marketing)**

**Full Responsibility and Follow up with the external specialist company in marketing (web site –social Media)**

**Training culture within the Food and Beverage team**

**Ensure that the industry standard with regard to safety and hygiene**

**Ensure strict compliance with all relevant Hygiene and Safety legislation and requirements**

**Ensures that staff completely understand company policies standards**

 **Analysis sells and forecasting monthly**

 **Keeping coast competitive with pricing**

 **Responsible for inventory control and establishing relationship with suppliers**

 **Food &Beverage Meeting with the different departments**

 **Report general weekly**

**Schedules and payroll**

 **Audit monthly for all departments**

 **Helper in decision**

 **Responsible for food hygiene, and health and safety issues**

**Responsible to assist in menu planning, development and meal specials**

 **Ensure all kitchens and eating areas are organized and maintain a high level of cleanliness**

**Handle Guest complain when it necessary**

**Computer Skills**

**- Word-Excel-Ceil-outlook expresses-**