Bassam 

Belarus/Lebanese

**DOB:** 5 July 1987

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**RESTAURANT MANAGER**

**■ Career Summary**

Restaurant manager with a solid track record of running restaurants successfully, starting from marketing and brand promotion, competition research, business development, and identifying target customers to an active supervision of every part of the restaurant operations including service level, menu quality, staffing and financial aspects.

***Strengths include:***

Attention to detail | Communication and customer handling skills  
Employee motivation/retention | Creating dynamic environment

**Objective Statements –**Applying my leadership skills to motivate restaurant staff to perform at their best abilities to produce solid, continued growth of the restaurant clientele.

**Career Objective** Seeking for a promotion in higher level management to continue my career with an organization that will utilize my skills and qualifications to benefit mutual growth and success.

**Skills:** Listening skills, influencing skills, Conflict resolution, Communicating, High levels of integrity, Negotiating Skills, Leadership skills, Team player, Information gathering, Coaching staff and Creativity

■ Professional Experience

* Restaurant Manager: Saladicious Grillz - Dubai Feb 2017 - Present
* Restaurant Manager: Nando’s Dubai March 2015 - January 2017
* **Floor Manager:** Zaatar w Zeit/Cravia (Abu Dhabi Mall Branch) 2014 March- July 2014
* Crepaway Restaurant: 2008-2014
* Acting Head of Branch (HOB): (Batroun Branch) 2012-2014
* Shift Leader: (Zalka - Maameltein Branch) 2010-2012
* Waiter: (Zalka Branch) 2008-2010

***Key Functions:***

* Supervised all in-house aspects of the restaurant, from in-house decorations to menu selection.
* Managed different areas of restaurant operations such as customer relations, vendors’ relations and inventory control.
* Specialized in training and motivating new staff regarding their work and responsibilities.
* Controlled the overall cash flow on a daily basis to meet the weekly expenditures.
* Maintained accounting books regarding employee payroll and sales summaries of the restaurant.
* Helped in promoting business through social interaction in community events.
* Estimated the daily food consumption and placed orders with suppliers accordingly – Ordered utensils and contacted merchants regarding their supplies on a regular interval.
* managing budgets, keeping statistical and financial records, handling administration and paperwork, preparing and presenting staffing/sales reports.
* setting targets, making improvements to the running of the business and developing the restaurant.

***Staffing:***

* Hired staff for various departments according to skills required.
* Trained new staff; delineated their responsibilities and restaurant work ethics.
* Monitored cooking staff closely to ensure adherence to required standards in terms of quality and safety.
* Maintained a friendly environment for staff and customers.
* Scheduled working hours of staff and rotation of shifts.

***Selected Initiatives:***

* Assisted the customers in answering their queries regarding food quality and service.
* Maintained the cleanliness and sanitation standards of the restaurants by routine checkup of the cleaning done by facilities staff.
* Created new menu formats keeping in mind customer preferences and upcoming varieties available.
* Searched the market regarding new dishes and recipes or latest trends in restaurants that could help improve business.

■ Educational Qualifications

American University of Science & Technology: Lebanon-Beirut 2006-2012

* Bachelor’s degree in Hospitality management.