

**Ayoub**

**Address:** Dubai, UAE

**Email:** Ayoub.380187@2freemail.com

**UAE Visa:** Resident visa - Ready to join immediately

**Job Summary:**

I am a passionate Food and Beverage professional with more than 17 years of experience in top international hotel chains; I love to work with different culture and nationalities. Creativity is my motivation that gives me more exposure to new ideas and paradigm. I would love to join another challenging environment wherein my extensive years of experience and knowledge would be of a great value to your team. My long-term goal is to reach higher management level that will further enhance my capabilities and leadership skills.

**Current Job:**

* **Restaurant Manager Crowne Plaza Hotel, Dubai**

 August 2017 – Present

**Responsibilities:**

* I am assigned and scheduled to handle the task of Hotel MOD (Manager on Duty)!
* As required by operation, handling multiple outlets considering the outlet timings and requirements.
* Provide training and recognition to employees at all levels and maintain team-oriented environment.
* Develop initiatives to build sales, profitability and guest counts. While Maintaining cost effective control
* Respond to guest comments and feedbacks in a constructive and positive manner; consider it as an opportunity to build guest count. Educate and empower subordinate to act in a similar capacity.
* Analyze monthly operating statement and determine reasons for variance. Manage operational expenses to maximize profit potential and forecast.
* Ensure all safety/security system and procedures are strictly monitored to ensure health and safety of employees and guests.

**Achivments:**

* Managed to achieve100% breakfast brand standard audit Jan 2018 in Al Dana at Crowne Plaza
* Rewarded for guest’s positive comments through social media and hotel reviews for the month of September, October and December 2017 by Crowne Plaza hotel GM

**Work experience:**

* **Restaurant Manager Gloria Hotel, Dubai**

La Terrasse Restaurant & Shisha Tent Jan 2015 – June 2017

**Responsibilities:** in-charge of La Terrasse Restaurant, Shisha Tent with capacity of 300 seats, Serving 800 guests in average on daily bases

 **Achievement:** Awarded for the Beyond & above for Gloria's guest satisfactory online program Nov 2015&2016

* **Restaurant Manager Gloria Hotels, Dubai**

 Sky Lounge/Executive Floor, Le Grand Café & Starbucks Jan 2014 – Jan 2015

**Responsibilities:** in-charge of two outlets: Sky Lounge/Executive Floor, Le Grand Café & Starbucks.

* **Assistant Outlet Manager Gloria Hotels Dubai**

La Terrasse restaurant Nov 2011 – Dec 2013

* **Senior Supervisor Fairmont Dubai**

In Room Dining & Lounge BarJuly 2009 – Oct 2011

**Achievement:**

* 2009: As Refreshment center leader in-charge at Fairmont Dubai, I have well managed to create a system in place to cut down the lost interface amount from a proximately AED 60,000/- DHS a month to zero amount
* 2010 & 2011: Awarded as STAR LEADER of the Month & Quarter at Fairmont Dubai.
* 2009 & 2011: My team has been awarded as Department of the Quarter at Fairmont Dubai for Outstanding Guest Satisfaction
* 2009 & 2010: Achieved the highest revenue within the F&B division at Fairmont Dubai
* **Supervisor Fairmont Dubai**

In Room Dining & Refreshment Center August 2007 – June 2008

**Achievement:**

* December 2008: Achieved Highest Richey Audit of the company at Fairmont Dubai
* **Outlet Captain Le Meredien Mina Seyahi Beach Resort & Marina**

**Achievement:**  Feb 2005 – Mar 2007

* 2003 & 2006: My Team has been nominated for Department of the Year award at Le Meridian Mina Seyahi.
* **Bartender**  **Le Meredien Mina Seyahi Beach Resort & Marina**

Barasti Bar & restaurant Jan 2002 – Feb 2005

**Achievement:**

* 2004 & 2005: Awarded Mina Award for Barasti Bar at Le Meridian Mina Seyahi.
* **Waiter**  **Le Meredien Mina Seyahi Beach Resort & Marina**

Horizon Bar Aug 2000 - Jan 2002

**Training and Certifications:**

**Gloria Hotels and Resorts**

* Certified Train the Trainer course
* Service Recovery
* Customer Service Skills
* Leading a team
* Supervisory Skills Development Programs
* Effective Internal Communication Training
* Accomplishment of DISABILITY AWARNESS SIGN LANGUAGE

by Valpas (health, safety and environment on March 20th, 2017

* Accomplishment of “Leadership and Change Management”

Workshop organized by Hammersmith Management College

(HMC) on 6th of March 2017 at Gloria Hotel.

* Firefighting training at Dubai police academy (October 2015)
* Food safety certificate level 2 (October 2015)

**Fairmont Hotel Dubai**

* Interaction Management Training
* Seven Habits highly effective people
* Fire Fighting training
* Crisis training and Workshop
* Cross Exposure Certificate at Sales & Marketing department
* Certificate of Food Hygiene Intermediate Level
* Cross Exposure Certificate for Gold Hotel operation &

President Club

* Managing and operating the loyalty program &

guest’s satisfaction.

**Le Meredien Mina Seyahi Beach Resort & Marina**

* Butler Cross Training Program
* Certificate for Wine and Spirits Training Level 1
* Ambassador Training
* Handling guest situations
* Management Training for Foundation of Leadership
* Commitment to excellence for Service
* Hygiene Perfection Training Course
* Food Hygiene Training & Assessment Program

**Education:**

Diploma in Proficiency Communication & Radiotelegraph in 1995, Al Zaitoun Institute, Cairo, Egypt.

 **Skills – Professional & Interpersonal:**

* Project Management
* Excellent Interpersonal Communication Skills
* Strong and well-organized leadership
* Certified Departmental trainer, Train the trainer

 (Commitment Excellence)

* Microsoft Office programs and micros system

**Languages:**

• Arabic: Fluent • English: Fluent

**Personal Details:**

• Date of birth: August 1972 • Nationality: Egyptian • Marital: Married

**References:** Available upon request.