**Curriculum Vitae**

Abbas

**Address:** Dubai, UAE

**Email:** abbas-394781@2freemail.com

**Gender:** Male

**D.O.B:** 08/11/1985

**Nationality**: Egyptian

**Marital Status**: Married

**OBJECTIVE:**

Seeking a challenge career in a company utilize my education and to acquire my career aspirations and where my interpersonal skills could be recognized, applied and developed where I can use my talents to grow and expand the company.

**EDUCATION:**

Diploma of industrial.

**WORK EXPERIENCE:**

**In a** Hotel, From December 2017 till October 2018 as F&B supervisor.

UAE. Emirates Fast Food (Sep 15, 2012 Till October 2017.

5 Years working experience

Egypt (Nov 05, 2007 To Sep 04, 2012) As Crew to Crew Trainer 4 years working experience.

**Job Responsibility as Crew:**

* Greets guests and presents them with the menu.
* Informs guests about the special items for the day and menu changes if any.
* Suggest food and beverages to the guest and also try to upsell.
* Performing basic cleaning tasks as needed or directed by supervisor.
* Filling in for absent staff as needed
* Communicate to the guest and provide assistance with their queries.
* Server food and beverage to the guest as per the course of order.
* Observes guests and ensure their satisfaction with the food and service.
* Promptly respond to guest with any additional request

**Job Responsibility as Store Manager:**

* Strong leadership of handling more than 40 employees in the branch.
* Preparing shift scheduling to all staff.
* Preparing Performance review and wage review to all staff monthly basis.
* Monthly sit down with all staff to know their concern.
* Managing branch inventory management to control the usage of products.
* Managing the P&L in the branch for achieving the highest profit in the branch.
* Preparing and project sales plans yearly.
* Maintaining the highest food safety in the branch.
* Handling Training of all staff to develop them.
* Managing the product ordering in the branch.
* Maintaining safety and security of the staff.

**Job Responsibility as F&B supervisor:**

* Responsible for all of the business operations of a dining establishment.
* Interviewing, hiring, training, scheduling and managing employees.
* Overseeing inventory, including food and beverage, supplies and other restaurant equipment.
* Resolving customer complaints regarding food quality and service and making sure the business complies with health and food safety regulation.
* Perform administrative tasks such as managing payroll and writing budgets.

**Professional training and achievements:**

* Dubai Municipality Food safety class certificate of (PIC: Person in Charge).
* Al Serkal Group Class certificate.
* McDonald’s Diploma certificate of (RLP: Restaurant Leadership Practice).
* McDonald’s Diploma certificate (BLP: Business Leadership Practice).
* McDonald’s Certificate class of (Standard of Business Conduct) .
* McDonald’s Certificate Class (McDonald’s Culture Activation) .
* Best Assistant manager in McDonalds UAE.

**Information technology and personal skills:**

* Over 12 years of experience in customer service and hospitality.
* Microsoft windows and Microsoft office (Outlook, Word, Excel and PowerPoint).
* Ability to multi-task while maintaining a positive attitude.
* Proving ability to listen and respond to demanding guest needs and problem solving.
* Full aware of safety and emergency procedure.

**Languages:**

* Arabic (Native)
* English (Excellent)