**Alaa**

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***Personal Details:***

Nationality: Syrian Date & Place of Birth: 09/11/1976, Syria – Residence of USA.

Gender: Male. Marital Status: Married

***Objective:***

A Relevant and Challenging Position Where I Can Express My Knowledge and to Invest My Experience and Where I can Get a Chance to Improve My Efficiency with the Ever Changing Professional Challenges.

***Education:***

* High School Certificate 1997 (Syria).
* Computer Course Certificate 1998 (Lebanon).
* Computer information System Course 1998-2001 (Tulsa Community college - USA).

***Professional Experience:***

1. **February 2013 – Present: Leading Company**

**Restaurant Manager:**

* Coordinating the entire operation of the restaurant during scheduled shifts.
* Managing staff and providing them with feedback.
* Responding to customer complaints.
* Ensuring that all employees adhere to the company's uniform standards.
* Meeting and greeting customers and organizing table reservations.
* Advising customers on menu and wine choice.
* Recruiting, training and motivating staff.
* Organizing and supervising the shifts of kitchen, waiting and cleaning staff.

1. **March 2008 – January 2013:** Colombiano Coffee House restaurant (Abu Dhabi – UAE)

**Restaurant Manager:**

Business activities:

* Taking responsibility for the business performance of the restaurant.
* Analyzing and planning restaurant sales levels and profitability.
* Organizing marketing activities, such as promotional events and discount schemes.
* Preparing reports at the end of the shift/week, including staff control, food control and sales.
* Creating and executing plans for department sales, profit and staff development.
* Setting budgets and/or agreeing them with senior management.
* Planning and coordinating menus.

Housekeeping:

* Maintaining high standards of quality control, hygiene, and health and safety.
* Checking stock levels and ordering supplies.
* Preparing cash drawers and providing petty cash as required.
* Helping in any area of the restaurant when circumstances dictate.

1. **2003- 2007:** IHOP Corporation Restaurants - Tulsa Oklahoma (USA).

**Restaurant Manager:**

* Reporting to Director of operation.
* Provides functional assistance and direction to the outlet.
* Attend and contribute to all food & beverage area meetings.
* Supervise the day-to-day functions of the restaurant employees facilities, sales and costs
* Weekly (PNL) duties carried out.
* Responsible for grand opening of all new stores in my region.
* Supervise, coordinate and direct prompt, efficient and courteous, serving of food and beverage in the restaurant.
* Carry out health and safety procedures and ensure evacuation procedures are in place..
* Maintain standards in relation to hygiene and personal presentation.
* Ensure daily procedures are carried out to the correct standard.
* Cheek and analyze daily revenue figures.
* Control and analyze on an ongoing basis the following:

Quality levels of production, guest satisfaction, merchandising and marketing.

* Organize costs, sanitation, cleanliness and hygiene.
* Ensure optimum performance in each of the above areas & improving sales awareness in employees
* Organize special promotions, increase business in low periods.
* Assist and organize the renewal of menu and drinks on an annual basis establish and maintain effective employee relations.
* Conduct under the guidance of the food & beverage manager such functions as interviewing hiring employee orientation on-the-job.
* Performance, coaching, counseling and suspension if necessary to ensure appropriate staffing and productivity.
* Develop formal training plans and implement on –the-job training scissions for all employees.
* Ensure that the Restaurant grooming and appearance standards are met.
* Attendance records duty rosters. Controls and overtime.

1. **2000 - 2003**: IHOP Corporation Restaurants - Tulsa Oklahoma (USA).

**Assistant Restaurant Manager:**

* Reporting to restaurant manager.
* Ensure that required set up place is complete prior to opening hours.
* Liaise with kitchen and stewarding to ensure all equipment needed for service is present.
* Supervise waiters, ensuring that they carry out their duties satisfactorily.
* Examine reservation lists, checking for advance orders, large groups, arrange tables are appropriate.
* Checks the physical condition of equipment, ensuring adequate operating stock levels are maintained, expiry & equipment is kept up to standard.
* Maintain an awareness of menu changes and promotional activities’ within the restaurant
* To take notice of the menu including the Soup of the day, Cake of the day, Beef of the day.
* Discuss/ suggest menu and beverage list items with guest and offer advise if necessary, being aware of opportunities to maximize sales.
* T ensure there are no delays in both food and beverage orders opening guest bills, adding additional items as ordered thought the meal, adhering to company handling procedures.
* Check the bill against the guest order and assure every item has been charged.
* Ensure daily procedures are carried out to the correct standard to report on duty punctually according to the duty roster and at all times be mindful of his/her personal appearance and grooming.
* Train and supervise waiters in technical expertise and legislative requirements.

1. **1998 - 2000**: IHOP Corporation Restaurants - Tulsa Oklahoma (USA).

**Waiter and casher:**

* Reporting to the assistant Manager.
* Ensure that required setup place is complete prior to service.
* Maintain an awareness of menu changes and promotional activities within the restaurant.
* To strive to anticipate client needs wherever possible and react to these to enhance client satisfaction.

***Computer Skills:***

* Good user for Microsoft Windows (XP, Vista, 7)
* Good experience in Ms. Office (Word, Excel, PowerPoint, Outlook)
* Internet Access.

***Languages:***

* Arabic: Mother language.
* English: Speak, Read & Write “fluent.”

***References***:

***Will be provided upon request***

***Note***: Having a Valid UAE Driving License.