**Malak**

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**Personal Information:**

Nationality : Egyptian

Birth date : 19/06/1985

Address :–Dubai

Marital Status : Single

**Objective:**

* To obtain a challenging position in the field where my educational background and practical experience can be utilized.
* Seeking opportunities for professional growth and increasing responsibilities.

**Education:**

* High school of Commerce.

**Languages:**

* Arabic : Native Language
* English : Excellent, Reading, Writing, Listening and Speaking
* Russian : Good, listening and speaking

**Computer Skills:**

* Excellent use of MS office 2016 – Internet Applications.
* Use Computer's Application & Software Follows:

System Windows 7, Microsoft Office, Internet knowledge, Adobe Photoshop, Adobe Flash.

**Previous experience:**

* Outlet Manager at Nubia Restaurant & Café – Dubai UAE \_ From April 2016 till Present.

* Ensure that department goals are communicated, understood, and met by staff members.
* Coordinate tasks and work with other departments to ensure that the restaurant runs efficiently.
* Counsel staff on work related concerns and issues to ensure satisfaction and productivity enlisting the support of management as needed.
* Listen to staff suggestions for improving how work is done and guests are served. Gain management support as needed to act upon suggestions.
* Ensure that staff members are trained on technical and service aspects of the job.
* Work with management to ensure that staff members clearly understand their job roles, responsibilities, and performance expectations.
* Address guest concerns, requests, or issues either individually or by enlisting the help of others (i.e., management)
* Give constructive feedback to staff members to help them do their jobs better
* Act as a “bridge” between management and staff to facilitate restaurant operation (e.g., keep managers appraised of staff activities, issues, challenges, etc.)
* Enforce compliance with all internal policies/SOP.
* Collaborate with management to recognize and celebrate staff performance contributions.
* Manage basic human resource issues/concerns of staff, enlisting the support of management as needed.
* Participate in Guarantee of Fair Treatment process as staff’s first point of contact
* Conduct day-to-day shift or oversee restaurant operation (e.g., conduct shift briefings, ensure shift coverage)
* Serve as an individual contributor and department role model by performing technical or functional job duties (e.g., check-in/out, food preparation, room preparation).
* Properly execute revenue and check control procedures on shift
* Be on the floor during entire meal period and ensure adequate coverage.
* Ensure that only a quality product is being served.
* Assist any associate in his/her job performance, when required, to ensure guest satisfaction.
* Ensuring all opening, closing and running side work is completed on a daily basis.
* Outlet Manager at Royal Savoy hotel Sharm El-Sheikh-Egypt From **June 2014** till **April 2016.**
* Ensures that outlet employees also provide excellent service to internal customers as appropriate.
* Handles all guest and internal customer complaints and inquiries in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily.
* Coordinated, liaised and managed the beverage and food service functions of the bar
* Ensured that bar clients get quality service, which adds to the image and market reputation of the place
* Implemented Grievance and Disciplinary procedures to ensure amiable environment
* Conducted bar training sessions for newly inducted staff, teaching them proper way of bar services
* Established the bar guidelines to be followed in service
* Ensured that the environment of the bar is safe as per the required health standards
* Managed and coordinated with the staff to ensure proper functioning of operations Advised and supervised the staff regarding drinks and proper combinations to maintain standard of services
* Trains staff on liquor control policies and procedures.
* Supervises staffing levels to ensure that guest service, operational needs and financial objectives.
* Ensures employees understand expectations and parameters.
* Communicates critical information to the Bar/Lounge staff regarding each event.
* Assists in the recruitment and selection of outlet employees. To follow hotel guidelines when recruiting and use a competency-based approach to selecting employees
* Prepares and post weekly work schedules for outlet employees, making sure that they reflect business needs and other key performance indicators
* Implements effective training programmers for employees in coordination with the Training Manager and the outlet’s Departmental Trainers.
* Assistant Banquet Manager.at Savoy hotel Sharm El-Sheikh- Egypt from **July 2012** till **June 2014.**
* Supervising personnel, assigning tasks to kitchen or service workers
* Ensuring kitchens and dining facilities are clean and properly decorated
* Purchasing equipment, ordering supplies or food ingredients and coordinating service details
* Maintaining inventory and compliance with food safety regulations and laws
* Helping with hiring and training employees
* Performing administrative functions and preparing employee work schedules
* Banquet Operation in charge, staff allocations and briefings, general administration.
* Establishes the service standards for the outlet, overseeing the consistent implementation of the service standards and training the employees as necessary.
* Develops an outstanding beverage selection that is competitive in the local marketplace and includes: coffees and teas; alcoholic and non-alcoholic beverages; and in interesting wine programmer.
* Works with the Director of Engineering and Housekeeping Manager to ensure that the outlet is clean, properly maintained and cared for.
* Head Bartender at Pangaea Club SOHO Square Sharm El-Sheikh- Egypt From **December 2009** till **July 2012.**
* Bartender at Savoy hotel Sharm El-Sheikh- Egypt from **January 2007** till **January** **2009.**
* Bar Waiter at Sierra Sharm El- Sheikh-Egypt from **July 2005** till **May 2007.**
* Bus Boy at Al Farana Hotel Sharm El- Sheikh -Egypt from **September 2004** till **June 2005**.

**Financial**

* Eensures that the monthly forecasted food and beverage revenues are achieved.
* Proactively manage all costs.
* Maximizes employee productivity through the use of multi-skilling, multi-tasking and flexible scheduling in order to meet the financial goals of the outlet as well as the expectations of the guests.

**Skills:**

* Excellent communication skills & good Negotiator - Deals with internal and external customers at all levels via telephone and email, to ensure successful communication via actively listening and probing questions.
* Ability to work individual-or as an effective team member: - Enjoys sharing knowledge and encouraging development of others to achieve specific team goals.
* Dynamic personality and willing to develop my skills.
* Creative and self-motivated.
* Decision making ability even in stressful situations.
* Leadership and controlling the staff.
* Problem Solving - Resolves in-depth queries in a methodical manner independently and with internal and external business partners to find appropriate resolutions, efficiencies and high level of quality.
* Planning and organizing - Refined planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner.
* Communication and interpersonal skills.
* Confidence and an outgoing personality
* Great team leadership and organization skills
* High level of experience in Food and Beverage Service.
* Well-versed with the local, state and federal regulations with regards to the sale and distribution of alcohol

**Trainings and Courses:**

* Food & Beverage Skills Development from (Ministry of Tourism).
* Marketing Is Every Body's Job From (Ministry of Tourism) - Dr. Houda El-Desouky.
* Hospitality Department Trainer Development From (American Hotel &Lodging Educational Institute) – Dr. Abdel Hamid Nazeim.
* Modern Management Trends from (Ministry of Tourism) -Dr. Mohamed Nagy.
* Hospitality and Leadership Skills Development from (Ministry of Tourism).
* Food and Safety (HASP) from (Ministry of Tourism).
* Cocktail Academy (International Free Style Bartender Training).
* Monin Menologies from (Monin Company).
* Bartender skills and free style with David dodge (Fling International Bartender Training) 2005.
* Wine & spirits Education.
* Wine production.
* Flair Bartender Course with Tyson Davies (Fling International Bartender) 2012.
* International Professional Bartender Course with Tyson Daiver (Fling International Bartender) 2012.
* Wine Etiquette Seminar from (EgyBev Beverage Company).

**Interests:**

Reading, cinema, surfing net, traveling.