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| **Jawad Bassil** |

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| **Address**: Kfour , Mount Lebanon  **Mobile:** +96170494236 / +96176726083  **Nationality:** Lebanese  **Email:** [jawadbassil@hotmail.com](mailto:jawadbassil@hotmail.com)  ***Education*** | |
| **2010 – 2013** | BA in Management and Logistics at American University of Technology Halat campus. |
| **2009 – 2010**  ***Awards and honors*** | Baccalaureate in Sociology and Economics  Antonine Sister School – Ghazir  Earned scholarship from CMACGM.  GPA: 3.5 on Management and logistics courses. |

***Experience***

2012 **\_ 2014** **Supervisor at Hotel Francis**

* Manage daily operations ( Phone calls , greeting visitors , Customer service, booking hotel rooms/ ceremonies/ events)
* Supervise the work of of waiters and chef de rang
* Lead and manage waiters in outdoor catering events to ensure customer satisfaction .
* Train new staff regarding Hotel culture , procedures , and practices to ensure oriented service.

**2010 – 2013 Worked as chef de rang for many lebanese restaurants**

* Presented and explained menus to customers by Answering queries regarding restaurant items and informed them of daily specials
* Get feedback from customers and inform the floor manager about any inconvenience.
* Manage waiters and waitresses

**2009 – 2011 Worked as Head Chef for Nippon Maru restaurant**

***Languages***

Excellent verbal and written English and Arabic.

Good verbal and written French.

***Skills***

* ***Interpersonal & communication skills :*** known for my good customer and employee relashionship as the during my time at work the team was in a good chemistry.
* ***Excellent customer service skills:*** people oriented always greet customers and ensure high standars of satisfaction and keeping in mind to show them a smiley face.
* ***Energetic and Motivated :*** always positive and ready to perform my tasks and the poof for is that I have been promoted from waiter to supervisor .
* ***Leadership skills***: Aware and responsible for every task I perform ; reliable to the ethics of the work , thus my team was dependable on me in all cases.
* ***Multiculural Awareness***: ability to work in diversified workforce from all over the world and respect the culture of every colleague or customer.
* ***Flexible and adaptable***: Friendly and easygoing person; directly get involved with new scenarios.

***References***

Dr. Ramzi Labaky 03/177666 ( university Doctor).

Mr Fady Azar 03/471935 ( CEO of Hotel Francis).

Mr Marcel Hinain 03/242892 ( CEO of AUT ).