



Sumit **Joe Kik**

Contact: 03-164 289

Mail Id: joekik.lb@gmail.com

Performance Summary:

Extroverted, goals focused hospitality professional with solid experience in food service, patron care, sanitation and food handling. I focus on maintaining effective relationships with clients and other departments within the organization. Dedicated to making sure clients have a great time whenever they visit. Good communication in English and French.

Key skills:

- Good listening skills
- Team management
- Good leadership skills
- Good motivator

Work Experience:

September 2014- Present Bistro Bar hamra- Lebanon **Position: Bartender/Barista supervisor**

Job Description:

- Be involved in the setting of department targets and objectives, and to monitor and strive for their achievement
- Take positive action to meet department objectives and targets
- Be proactive in maximizing sales and generating revenue
- Input new ideas for service and products to maintain competitive and leading edge
- Be an effective communicator with guests/clients and at all levels of the venue
- Ensure stock items behind the bars are always within expiry date
- Oversee cash and stock control consistently according to company policy
- Ensure mise-en-place are prepared according to Bars standards
- Ensure guest drinks are prepared and served according to company standards

- Be involved in the setting of service and quality standards, and to monitor and strive for their achievement
- Monitor, anticipate and react to customer needs consistently to ensure maximum guest satisfaction
- Pay attention to detail in all aspects of the customer journey
- Take prompt action to resolve complaints according to company policy
- Build positive relationships with clients/guests to ensure customer satisfaction
- Ensure high standards of cleanliness throughout the bars
- Coach individual team members to develop their skills and maximize performance
- Assist in the resolution of performance problems as necessary and in line with company policy
- Motivate and be proactive in encouraging team commitment and spirit
- Delegate and manage distribution of workload effectively
- Communicate effectively through various methods such as regular briefings/meetings and individual discussions
- Share ideas and problems with the team and encourage their input in helping make decisions where possible
- Supervise the department and team in a fair, consistent and responsible way
- Communicate effectively with, and cooperate/ assist other departments at all levels when necessary
- Attend meetings as required
- Handle cash and keys responsibly and according to company policy
- Undertake any other duties as and when required by Senior Management

May 2014- August 2014 Hotel LeGray, Downtown Beirut- Lebanon

Position: Front office internship

Job Description:

- Answer incoming calls and assist with reservations, confirmations, room need requests, and questions.
- Explain resort products, service and other information about the resort as requested.
- Sell, process and enter and confirm room reservations using selling techniques and strategies
- Maintain knowledge of current resort events, activities, hours of operation as well as dining options currently available.
- Greet guests warmly and perform registration procedures.
- Provide guests with appropriate room assignments, room keys, directions to the rooms, while up-selling when appropriate.
- Verify payment for stay including incidental costs by obtaining credit information.
- Assist guests with issues and complaints, with empathy and a focus on guest satisfaction.
- Use supervisor support when necessary.
- Answer incoming calls within 3 rings with appropriate greeting.
- Maintain accurate logs of mail, packages, parcels or other items for guest delivery.

- Accurate accounting of cash bank assigned to each agent.
- Post charges to guest accounts as designated.
- Facilitate guest departures providing accurate statements and ensuring guest satisfaction and collecting all payments due.

November 2010- March 2014 Shockolat Milano, Downtown Beirut- Lebanon

Position: Supervisor (until March 2014)

Job Description:

- To hit all financial targets
- To lead the team on each shift and ensure the company service standards are upheld.
- Escort customers to their tables.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Present menus to customers and answer questions about dishes and make recommendations.
- Serve food and/or beverages to customers; prepare and serve specialty dishes at tables.
- Check customers are enjoying their meals and take action to correct any problems.
- Work closely with other team members to ensure excellent service is provided to all customers.
- Take directions and guidance from managers.
- Check customers' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Prepare checks that itemize and total meal costs using the Micros Point of Sales system
- Stock service areas with supplies such as coffee, food, tableware, and linens

Position: Barista (until October 2012)

Job Description:

- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
- Clean or sanitize work areas, utensils, or equipment.
- Clean service or seating areas.
- Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
- Describe menu items to customers or suggest products that might appeal to them. Order, receive, or stock supplies or retail products.

Position: Waiter (until March 2011)

March 2010- October 2010: Kashmeer, Gemmayze, Lebanon.

Position: Waiter

Job Description:

- Check Customers' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Collect payments from customers.
Write Customer's food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Take orders from customers for food or beverages.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.

Educational Background:

-2007-2014 **AUST** Beirut, Lebanon: **BA in hospitality management**
-1992-2007 **Sagesse** Brasilia, Baabda, LEBANON: **LEBANESE BAC II in Life Science**

Training undertaken:

- March 2012: **Event Management** Training by **Dr. Fadila Maraouch**
- July 2012: **Food service** Training by **Malia Group**
- March 2013: **Omega Back Office** Training by **Omega**
- October 2014: **Single Malt Knowledge** Training by **Diageo**

Languages known: English, French and Arabic

Achievements:

- Awarded as "**Employee of the month**" three times in a row at Shockolat Milano.
- I was the member of events organizing committee.