

Nationality : Lebanese/Australian  
Marital Status : Single  
Date of Birth : 6 June 1993

## EDUCATION

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**2011-Present:** **Notre Dame University, Zouk Mosbeh**  
Bachelor Degree in Hospitality Management  
**1996-2011:** **Antonine Sisters School, Ghazir**  
Lebanese Official Bacc II (GS/ General Sciences)

## WORK EXPERIENCE

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**(2012-present)** **Shtrumpf Restaurants**  
**May 2015** *Assistant Manager*

- Assist, and manage with the branch manager the service, delivery, stewarding, maintenance, and kitchen departments
- Report and track food quality problems
- Implement and continuously review systems
- Set short and long term targets for the team and branch
- Monitor and process cash flow, checklists, inventories
- Develop a personal development plan
- Motivate, lead and create a guest oriented, sales oriented, and marketing centered team.
- Take guest feedback, innovate ideas and attractions
- Track and control food, labor, assets and overhead costs.
- Schedule weekly executive meetings and attend operations meetings
- Solve problems on spot and prevent them
- Make sure that all employees are performing their duties in good faith and are receiving their rights fully
- Participate in menu tasting and evaluation
- Lead a team of 60 members serving 10000 guests on a course of 11 days in the yearly beer festival
- Train new team leaders on management and leadership principles

**September 2013**

**Shtrumpf Restaurants**

*Service Team Leader*

- Organize the shift and assign duties and sections among the team
- Set team targets pointed towards standards of service, sales and friendliness
- Communicate points through briefings, follow up and evaluate in debriefings
- Set personal development target for every team member and follow up
- Train newcomers on menu knowledge, SOS, sales techniques, and company mission
- Build public personal relations with guests aiming to achieve personalized exceptional service
- Motivate the team to achieve and work on maintaining high momentum
- Build loyal guests through the team
- Train and build foundation for potential, and new shift leaders

**December 2012**

**Shtrumpf Restaurants**

*Bartender*

- Ensure consistent drink quality by preparing orders in a short period of time and in accordance with recipes and guidelines established.
- Serve and entertain bar guests with passion and charisma
- Maintain and preserve products and bar assets
- Shelf life awareness and control (labeling system)
- Track and perform monetary transactions on restaurant bills and invoices.
- Provide training sessions on responsible alcoholic beverage service, spirits and beer knowledge
- Maintain inventories and purchase orders

**February 2012**

**Shtrumpf Restaurants**

*Waiter*

- Make sure that every guest leaves with a memorable experience
- Serve guests according to company set SOPs
- Solve guest problems in a creative way
- Focus on achieving company targets
- Manage section in an efficient and effective way
- Provide support and backup for the leader on duty
- Guide newcomers in their menu and SOS training

<b>October 2011</b>	<b>Acropolis hotel banquet service</b> Captain waiter
<b>June 2011</b>	<b>Senses Kaslik banquet services</b> Captain waiter
<b>June 2010</b>	<b>Kitchen Delights catering service</b> Waiter
<b>2008-2010</b>	Various Arabic restaurants in the Attin area Waiter during summers, weekends and holidays

## **SKILLS**

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<b>Languages:</b>	English, French and Arabic
<b>Trainings:</b>	Leadership Workshops – Bar Knowledge – International Service Standards – Kitchen Safety – Time management – Listening skills - Conflict management- Operations management - Interviewing and HR – Marketing management
<b>Personal skills:</b>	Microsoft word and excel ACE POS system
<b>Hobbies:</b>	Tourism, Domestic Tourism, Hiking, Photography and Music

## **REFERENCE**

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Available upon request