**Firas Abi Rafeh**

**PERSONAL DETAILS**

Full name: FirasDiaa Abi Rafeh Driver license: Lebanon;Saudi Arabia.

Date of birth: August 7th 1980 Lebanon: **+961- 76-966-282**

Marital status: Married

E-Mail: firas.abirafeh17@gmail.com

**CAREER OBJECTIVE**

Seeking Administrative Managerial corporate role to apply my accrued skills and experience in the field of Training and quality development, while coordinating performance projects to developindividual’s centric delivering abilities.

**CAREER SKILLS**

Training Hospitality management / Teacher, Teaching American accredited programs with excellent Business communication skills, strategic planning and project management. I carry a recognized track record in classroom management enhanced team training, and learning techniques based on leadership development strategies.

**EMPLOYMENT HISTORY / WORK EXPERIENCE**

**Restaurant Project Manager**(Opening Team) –Aley City, Lebanon (Apr 2017 –Current)

***TabaliyitMassaad Restaurant food chain,***

* Incharge of full Restaurant Opening critical path.
* In this project I was fully responsible for the new branch opening, starting from hiring and recruiting to product launch out of menu.
* Resulting in outstanding financial sales target and high customer attraction focusing on quality service, quality food presentation, and experienced well-trained staff.

**Food & Beverage Restaurant General Manager**– Jeddah, KSA (Jul 2015 –Nov 2016)

***Piatto Italian Food Chain- Alfaisaliah group***

* Managed restaurant with full responsibility on hand, in-charge of all managerial reports and functions relating to Finance, Purchasing, Human Resources recruitment and hiring, training and development, and Quality assurance for FOH and BOH.
* Monitored carefully sales targets, guest satisfaction by proper forecasting, scheduling, inventory on hand, food cost, wastage control and scheduling.
* Ensured that all team members including management team adhere to the Company’s standards.
* Conduct managers and team Performance Appraisals as per the company procedures.
* Managed vendors orders based on daily and weekly consumption.
* Set local store marketing plans in accordance with marketing department.
* *Maintained and ensured uncompromised care for the restaurant environment.*
* *A 100% dedication to fairness and integrity, and considerate treatment of others, living our core values.*

**Business Studies Teacher- JPS Jeddah Private School - KSA**(Oct 2014 – Jul 2015)

Head of School Assistant- MAP testing coordinator.

* **Key Projects:** EnglishSubject teacher for Grades 7-8 American Programs. Teaching subjects of **English and Social Studies.** Preparation of subject lesson plans, quizzes and tests with Remarkable Classroom management. Focusing on individual student cognitive learning and development abilities with the use of critical thinkingand business analysis skills.
* **Head of School Assistant,** assisting in administrative tasks setting school policies and school preparation to have earned**AdvanceEd International** accreditation. While coordinating on **MAP testing program,** measuring student academic level**,** schedule professional training sessions to maintain quality teachingand improve academic performance.

**Business StudiesTeacher -**UCA,Universal College Aley – Lebanon (Sep 2013 – Sep 2014)

* **Key Projects:** Business Economics and Sociology subject teacher for Grades 11 & 12. Engages with daily business analysis and real-time projects setting up business plan. Responsibilities included preparation of subject lesson plans, quizzes and tests, business activities, focusing on student business presentation to improve learning outcome. Work closely with students in friendly professional coaching approach. Assigned to be MUN Student Team Leader Coach, for public speaking national competition in***Model ofUnited Nations*** MUN program at LAU ***Lebanese American University***.

**Elementary Teacher**- DohaInternational College - Lebanon (Aug2011–Jul2013)

* **Key Projects**: Teach English, Science & Math for grades 4-5-6. Responsible for advanced after school improvement program to assiststudents in related specific subjects. Responsibilities included preparation of lesson plans, worksheets focusing on student’s individual needs. While guiding them to practice designated **Online Integrated Educational Programs.**

**Restaurant Manager In-charge of Quality Assurance & Training**(May 2009– Jun 2011)

Applebee’s Al Homaizi Group - Kuwait

* **Key Projects**: Assisted in team training development, human resource staff induction,on-job-training, customer service and SOPs training, conducting seminars in Profit and Loss, budget analysis, focusing on coaching session about guest satisfaction,handling guest complaints, grooming and Hygiene, and order taking for FOH and BOH team maintaining high standards. Hands on employee’s KPI, performance behaviors. Performed performance audits, and assessments, focusing onmotivation strategies of the restaurant. Employee’s development plan and training manuals.

**Certified Trainer& Operating Manager**, Robeks Healthy Stores, Blended Inc. USA (Oct.2006 – Dec. 2008)

* **Key Projects:** Managed operations of new franchisee, responsible for franchisee induction, team management training, managerial reporting, training on managing cost, analysis reports, Profit and Loss Statements, budgeting and implementation of customer service loyalty plan. Hands on executing Marketing directives for seasonal sales targets. Engaged with b2b business marketing and communication acting as a liaison to promote the master franchise and improve business opportunities and brand image.

**EDUCATION**

CALIFORNIA STATE UNIVERSITY NORTHRIDGE U.S.A.June 2007

**Bachelor of Science, Business Administration - Marketing Major**

GLENDALE COMMUNITY COLLEGE, GLENDALE, U.S.A. June 2004

**IGETC Certification of General Education** – **Business Administration**

**CERTIFIED TRAININGS / AWARDS**

* ***Certified Training Manager*** –Alhoumaizi International Inc., Kuwait – 2010
* ***Certified Operating Manager*** – Robeks Head Office Blended Inc., USA -2007
* ***Certificate of‘National Honor’*** - American Marketing Association, Northridge, USA –2006
* ***First Place Sale Prize Winner-***Annual State Sales Competition- Arizona State University, USA - 2006

**COMPUTER SKILLS/ RELATED SKILLS**

* Microsoft Office Suite -Word, Excel PowerPoint and Outlook
* Proficient in Micros-POS, RMS, BIMBOS system.

**LANGUAGES**

* Fluent English Native-like Speaker with excellent communication skills.

**REFERENCES**

Available upon request

***Thank you for your consideration***