

# Marc Fayad

Achrafieh, Beyrouth • Lebanese and French nationalities • Divorced, one child

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## **In Brief:**

Cross-functional leadership in Hospitality Operations Management. Keen ability to execute business plans while delivering profitable financial results. Vision-driven, team-oriented management style focused on employee morale and motivation. Entrepreneurial, energetic and committed.

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## **Professional Experience:**

### ***January 2017 – February 2018: Kaki Group, Jeddah***

- **Area Manager**
  - Supervision of digital content
  - Formulate fruitful business development strategies to ensure long-term success
  - Set standards and objectives for different stores and departments
  - Optimize and oversee operations to ensure efficiency
  - Lead a team of store managers towards effective collaboration and attainment of goals
  - Undertake sound financial management to ensure stores are profitable and stay within budget
  - Ensure compliance with company's policies and operational guidelines
  - Deal with problems by providing creative and practical solutions
  - Evaluate performance using key metrics and address issues to improve it
  - Report to senior executives on progress and issues
  - Assist upper management in decisions for expansion or acquisition

### ***December 2013 – December 2016: IHG, Hotel Crowne Plaza, Jeddah***

- **F&B Manager**
  - Supervision of digital content
  - Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards
  - Preserve excellent levels of internal and external customer service
  - Design exceptional menus, purchase goods and continuously make necessary improvements
  - Identify customers' needs and respond proactively to all their concerns
  - Lead F&B team by attracting, recruiting, training and appraising talented personnel
  - Establish targets, KPI's, schedules, policies and procedures
  - Provide a two-way communication and nurture an ownership environment with emphasis in motivation and teamwork
  - Comply with all health and safety regulations
  - Report on management regarding sales results and productivity

### ***November 2012 - November 2013: Business Builders Mondo (Owns Pascucci, Confuso), Tripoli, Lebanon***

- **Assistant F&B Manager**
  - Supervision of digital content
  - Responsible for the day-to-day operation according to company's instructions
  - Follow up on company's policies, rules, regulations and procedures
  - Responsible for the standards of service delivered to the guests in the bars, dining rooms, buffets and all other outlets by F&B employees.
  - Ensure that all the F&B sections are organized performed their duties and maintain their areas and equipment in a manner in compliance with the company policy and instructions as directed by the GM
  - Approves all F&B requisitions to ensure that they are prepared properly and placed in a proper and timely manner in compliance with company's instructions
  - Responsible for the overall implements, consumptions of all F&B policies and procedures
  - Ensure that all employees receive a complete familiarization and training when signing on
  - Creating a high level of moral, developing a good working relation with all others onboard departments, through cooperating and communication
  - Reviews and preparing performance evaluations as well as approving all evaluations submitted by his department heads for F&B employees as per company's instructions
  - Maintaining effective cost control in F&B department
  - Approves on a regular basis all overtime payments as prepared by his department heads and the comparing those figures to official budgets

***January 2007 - September 2012: Cristal Restaurant, Lyon, France***

- **Outlet Manager**
  - Coordinate daily Front of the House and Back of the House restaurant operations
  - Superior service and maximize customer satisfaction
  - Respond efficiently and accurately to customer complaints
  - Regularly review product quality and research new vendors
  - Organize and supervise shifts
  - Appraise staff performance and provide feedback to improve productivity
  - Estimate future needs for goods, kitchen utensils and cleaning products
  - Ensure compliance with sanitation and safety regulations
  - Manage restaurant's good image and suggest ways to improve it
  - Control operational costs and identify measures to cut waste
  - Create detailed reports on weekly, monthly and annual revenues and expenses
  - Promote the brand in the local community through word-of-mouth and restaurant events
  - Recommend ways to reach a broader audience (e.g. discounts and social media ads)
  - Train new and current employees on proper customer service practices
  - Implement policies and protocols that will maintain future restaurant operations

***July 2005 - December 2006: Thiriet (frozen food), Lyon, France***

- **Salesman**

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**Education & Training:**

***2009 Beverage Operating License at the Café du Comptoir - Lyon - France***

- Classification of drinks beverage
- Opening formalities
- Information to the consumer

***2008 HACCP - Paris - France***

- HACCP training method
- Fire training safety
- Food risk factors
- Work method in 7 steps
- Creation of risk and analysis documents

***2004 until 2005: IUT B Faculty of Business - Lyon - France***

- Bachelor, BA Business Management

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**Languages:**

- Arabic, English and French

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**Computer Literacy:**

Microsoft Office - Micros - Opera - Symphony - Omega - Team Viewer

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**Personal Activities/Achievements:**

***October 2015: La Crypte de Saint-Joseph, Mono, Lebanon***

- Photo exhibition participation (Beirut Art Fair)

***March 2015: Lycée Libano-Allemand, Jounieh, Lebanon***

- Own Photo Exhibition (with the collaboration of the Lebanese-German cultural center)

***February 2016: UNESCO, Beirut, Lebanon***

- Participation in photo exhibition (SOS Art Lebanon)

*Since 2016: Community Manager*

- Beyond News (Facebook page)
- Marcmfayad (Instagram page)

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## **References:**

Available upon request