

Curriculum Vitae



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•**Date of Birth:** 10/01/1979
•**Status:** Married

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PROFILE: Hospitality Management

A British-Lebanese hospitality professional with around 24 years of experience between UK, GCC, Panama & Lebanon. Wide experience in hotels, restaurants and concepts creating.

A highly motivated professional with an extensive scope of responsibility, proven success and track records of delivering optimal results in high-growth environment through initiative that exceed operational performance targets and yield measurable outcomes.

Strong leader and reputation for building and retaining a highly motivated team.

Results-oriented achiever with excellent track record for identifying opportunities for accelerated business growth.

Skilled strategist who transforms strategic plans into workable solutions and benchmarks performance against key operational targets/goals.

Key Skills

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|----------------------------|---------------------------------------|----------------------------------|
| ❖ P&L Management | ❖ Team Management | ❖ Resolve Conflicts/ Counseling |
| ❖ Problem solving | ❖ Interact well with Diverse Cultures | ❖ Excellent Communication Skills |
| ❖ Critical Thinking | ❖ Strategic thinking | ❖ Detailed Oriented |
| ❖ Work Well Under Pressure | ❖ Excellent Interpersonal skills | ❖ Team Builder |
| ❖ Insightful | ❖ Research and Planning | ❖ Flexible |
| ❖ Coaching | | |

Professional Experience



(GENERAL MANAGER)

AL WOSSOOL RESTAURANTS (PART OF L'ACCES INTERNATIONALE GROUP) / KSA

December, 2017 – Till Present

- Increases management's effectiveness by recruiting, selecting, orienting, training, coaching, counselling, and disciplining managers; communicating values, strategies, and objectives; assigning accountabilities; planning, monitoring, and appraising job results; developing incentives; developing a climate for offering information and opinions; providing educational opportunities.
- Develops strategic plan by studying technological and financial opportunities; presenting assumptions; recommending objectives.
- Accomplishes subsidiary objectives by establishing plans, budgets, and results measurements; allocating resources; reviewing progress; making mid-course corrections.
- Coordinates efforts by establishing procurement, production, marketing, field, and technical services policies and practices; coordinating actions with corporate staff.
- Builds company image by collaborating with customers, government, community organizations, and employees; enforcing ethical business practices.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

(REGIONAL OPERATIONS MANAGER)



ABOU SHAWARMA INTERNATIONAL KUWAIT, QATAR, KSA, OMAN, BAHRAIN & PANAMA June 2016 – December 2017

- Perform territory reviews and evaluations in the area. Work with offices to provide customized business analysis and guidance with a focus on improving sales and profits through operational efficiencies. Work on new equipment approvals, time to open and construction related issues. Work closely on new operational procedures, pricing strategies, local sourcing of new equipment and any associated procedural changes. Work with store level management to understand the impact on labor cost, staff retention, and customer satisfaction.
- To lead the planning, development and delivery of effective, efficient and sustainable services across the region, realizing our strategic aims and ensuring the maximum positive impact on people's lives.
- To be the operational lead on all matters relating to Employment services across the organization, providing expert advice to the franchisee.
- Leading a "community of good practice" across the organization including those staff delivering Employment related services across the Trust.
- Ensure that people, financial and customer service performance is delivered in line with budgets and key performance indicators.
- To initiate, develop and maintain effective external facing relationships to enhance the Pap worth Trust

- profile and brand across the region, gaining opportunities to have a positive impact on more people.
- Drive and review performance against the business plan and budgets through effective leadership and team management, planning, Quarterly Business Reviews and monthly KPI reporting. Deliver regular, reliable and robust information to track performance, ensuring corrective action is taken where necessary in order to deliver required levels of performance
 - Monitor, coach, support, motivate and develop team members to enable them to deliver to the best of their ability. Identify and nurture talent and play an active role in succession planning and people development initiatives
 - Manage risk for all of the services in the region on an on-going basis, giving early insight into any issues. Ensure that all service delivery is within and compliant with relevant regulatory frameworks and contract requirements
 - To safeguard the health, well-being and safety of the customers we work with, some of whom may be classed as vulnerable people or adults at risk. In the event of a risk to a customer becoming apparent or if concerns arise about a vulnerable person's welfare, to immediately report these concerns in line with the appropriate policy and procedure.
 - Ensure compliance with equality legislation and display an active commitment to the need to ensure equality of opportunity and the benefits of diversity.

(OPERATIONS MANAGER)



MOKA AND MORE / LEBANON

January 2016 – June 2016

- Supervise all restaurants activities and ensure compliance to all company standards to increase all sales of labor costs and prepare various reports accurately and within timeframe.
 - Maintain optimal level of sanitary procedures for all food handling and maintain neat and clean kitchen area and ensure optimal quality of all food preparation and ensure compliance to all standards.
 - Administer performance of all service staff and schedule and evaluate all restaurants operations and provide training to all employees and maintain all work according to required policies and procedures and maintain knowledge of all food and beverage trends.
 - Prepare estimates of all food and beverage costs and coordinate with corporate staff and assist to purchase all required supplies and place required orders for all distributors and ensure response to all complaints.
 - Ensure compliance to all security procedures and design strategies to protect all employees and customers and design strategies to reduce injuries to staff and prepare various accident reports.
 - Manage all shifts for restaurants operations and schedule all process and maintain cleanliness at all times and assist to resolve all complaints and maintain food quality at all times and perform regular interviews with all employees.
 - Perform orientation and provide training to all new employees on restaurants processes and determine appropriate feedback from employees.
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(BUSINESS CONSULTANT)

SAWA FOOD SERVICES /LEBANON



June 2015 – January 2016

- Planning menus in consultation with chefs.
- Ordering supplies.
- Hiring, training, supervising and motivating permanent and casual staff
- Organizing restaurant paper work.
- Ensuring that health and safety regulations are strictly observed, recorded and archived
- The quality of the product and service provided
- Keeping to budgets and maintaining financial and administrative records.

(Branch Manager)

ROADSTER DINER



June 2013 – May 2015

- Responsible for any of the following areas:
- Commercial business, productivity, reporting, hiring, marketing and advertising.
Assess, recommend changes, enforce company protocols, and deal with company security issues.
- Coordinate with the head office all branch related issues.
- Work or implement strategies to increase productivity and meet sales targets.
 - Meeting targets and deadlines
 - Ensuring the company make profits.
 - Enforcing safety measures.

(MULTI-UNITS MANAGER)

CAVIAR HOUSE AND PRUNIER / HARRODS LONDON, UK



November 2009 – May 2013

- Responsible for three units in Harrods. (Oyster Bar, Seafood Bar and Caviar Retail Shop)
- Set tools and objectives for departments or units.
- Set goals for each department.
- Attend and preside over meetings.
- Maintain employee records.

- Manage and direct overall operations
- Maintain at all times a professional level of customer service, through monitoring service levels and Customer feedback
- Ensure an over welcoming standard of service for all customers.
- Making sure that customer satisfaction is achieved at all times and make sure that the company target is Achieved as well
- Maintain food safety at all times and to report any customer comment immediately to the senior manager
- Count stocks as required, liaise closely with the senior manager to maintain daily delivery schedules, and Discuss with warehouse any stock discrepancies in absence of the senior manager in addition to check stock twice Weekly
- Cash handling and report any discrepancy to the senior Manager.
- Managing a staff of 71 people.

(DUTY MANAGER)

MAROUSH RESTAURANTS / LONDON, UK

January 2008 – November 2009



- Oversee the Operation of the Restaurant
- To organize appropriate front of house staffing levels at all times
- To supervise the staff during the working hours
- To maintain the good appearance of all areas in the restaurant
- To deal effectively with customer enquiries.

(ASSISTANT MANAGER)

SEA BASS RESTAURANTS / LONDON, UK

May 2007 – January 2008



- Writing reports regarding the cash / supplies in and out
 - Preparing all the food and beverage orders for the company
 - Write schedules based on employee performance
 - Maintain a safe and comfortable atmosphere for all personnel in restaurant
 - Practice safe food handling procedures in the store
 - Ensuring that in peak periods (i.e. -Breakfast -Lunch-Dinner), the best quality service is being served.
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(HEAD WAITER)

MAROUSH RESTAURANTS / LONDON, UK

May 2004 – May 2007



- Ensure high standards of customer service and profitability while following the company policies
 - Supervise all Commis waiters
 - Strictly follow company cash handling procedures
 - Promptly and proficiently handle guest questions and comments
 - Communicate with employees regarding customer issues / complaints
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(RESTAURANTS MANAGER)

ROTANA HOTEL / LEBANON

July 2003 – May 2004



- Preparing all the structure needed for hotel opening
 - Responsible for all the budgets and cost control for room service, Restaurant and Lobby lounge
 - Holding the overall responsibility for directing the daily operations of the above mentioned.
 - Ensuring compliance with the hotel standards and regulations
 - Ensuring that the highest quality products and services are delivered to customers
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(HEAD WAITER)

CROWN PLAZA HOTEL / LEBANON

September 2002 – June 2003

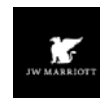


- Responsible for applying all the procedures for opening the "TOP 21 Restaurant"
 - Reporting to Food & Beverage Manager
 - Managing Sales, Responsible for Budget Control & Evaluation
 - Handling customer complaints and deal with it.
 - Ensuring on building long-relationship loyal customers.
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(GUEST SERVICE AGENT)

JW MARRIOTT HOTEL / DUBAI

September 2002 – June 2003



- Assisting in budgeting all the costs due regarding opening of "Mays El Reem restaurant":

- Beverage Cost Control
- Food Cost Control
- Labor Productivity analysis
- Assisting in the preparation of menus
- First Contact to deal with suppliers and the catering agencies
- Responsible for studying the above-mentioned parties in point 5 and reporting to the G.M
- Ensuring the highest possible level of guest satisfaction.
- Responding to guest needs/requests
- Performing all necessary service transactions and tasks.
- Completing all the projects assigned by property manageme

(HEAD WAITER)

MAKHLOUF RESTAURANT / LEBANON

January 1997 – December 1999



- Professionalism in serving customers with the best quality service
- Providing the waiter/ customer friendly atmosphere to a high extent
- Ensuring the promptness of service
- Helping customers to have the best choice from the menu selection
- Investing in the customers.

Education

HOLDER OF INTERNATIONAL BUSINESS CERTIFICATE

Byblos International Institute
Beirut, Lebanon

Languages

SPOKEN & WRITTEN LANGUAGES

Arabic, English & French

Computer Skills

Computer: MS Office Suite

POS: Fidelio, Marsha, Micro

Hobbies

- Football
- I-Kido
- Swimming

Certification



Certificates are available upon request.
