

EMILE AL ASMAR

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EXPERIENCE

September 2013 – Present Assaad Food and Beverage S.A.L Lebanon
Team Leader - Emphasis on Food & Beverage.

- In charge of daily restaurant operation: daily floor plans, safe counting, cash check, restaurant's readiness, service and food quality assurance, customer relations, staff attendance, inventories and availability of stock, and following up on the implementation of brand standards.
- Assure highly effective, efficient, productive and cooperative overall processes and end results are met throughout the store's departments.
- Responsible for weekly and monthly brand reports.
- Responsible for NSF/QA/AI Shayaa/Food Safety/And Mall audits results and action plans.
- Conduct weekly, monthly and annually stock inventories. As well as ordering the store's needs from brand approved suppliers.
- Daily Opening and closing procedures (Brand standardized procedures).
- Responsible for customer satisfaction and customer feedback (Direct and indirect feedback).
- Responsible for employees schedule, attendance, satisfaction, training, and career plans.
- Observe employee members performance, keep them on the right track. As well as conducting one to one sessions if needed and later assistance and guidance in areas of identified improvement.
- Implement annual appraisals, set KPI's ratings, and assist coordinates in providing the right career development plan for every subordinate.
- Reports daily operational concerns with the brand's hierarchy (Daily logs, excel sheets, online guest feedbacks, sales, and analysis).
- Analyze sales results and create comparative tables, as well as suggesting future corrective actions and visions for advancement.
- Conduct a series of training sessions for new employees as assigned by the Training Manager at operational or new restaurants according to the training schedule and guidelines → Training Topics include:

Product Knowledge, Point Of Sale computer training,
Cleanliness/Hygiene and Guest relations service skills for the staff.

- Constantly studies, revises and assists Training Manager in re-writing any materials related to the Brand Beverage Program.
- Suggests improvements to service, guest relations, food procedures, smallwares, and equipment.
- Supervise the restaurant's maintenance and depreciation rates. Report and follow up on repairing requests and results.

EDUCATION

2014 – 2018	AUL University School of Business	Beirut, Lebanon
	<i>Bachelor in Business Management, 3.65/4</i>	
2013 – 2014	Sagesse University	Beirut, Lebanon
	<i>Bachelor in Business Management</i>	
2012 – 2013	Achrafieh Secondary School	Beirut, Lebanon
	<i>Socio Economics</i>	

LANGUAGES

- **Arabic:** Native or bilingual proficiency *Written & Spoken*
- **English:** Full professional proficiency *Written & Spoken*

TRAINING & WORKSHOPS

- Manager-In- Training Program**
Assaad Food & Beverage (Internal Workshop), November/ December 2017
- Basic Food Safety**
Assaad Food & Beverage (Internal Workshop), October 2017
- Certified Trainer Workshop**
Assaad Food & Beverage (Internal Workshop), August 2014
- Bacardi Legacy Workshop**
Bacardi Limited, 2015

PROJECTS

- New Restaurant Openings:** *P.F.Chang's Zaitunay Bay- May/June 2015*
P.F.Chang's The Spot- June/July 2017

AWARDS

- Winner Of The Best Senior Project In Business Management Faculty**
Arts, Science and Technology University In Lebanon, 2018
- Honor Listed For Having A 3.65/4 Final GPA**
Arts, Science and Technology University In Lebanon, 2018

-Winner of the Best Bloody Mary Competition

Assaad Food & Beverage (Internal Competition), 2014

-Winner of the Best Mulled Wine Competition

Assaad Food & Beverage (Internal Competition), 2017

-Employee of the Month

Assaad Food & Beverage (Performance Recognition Award), May 2014

Assaad Food & Beverage (Performance Recognition Award), Feb 2015

VOLUNTEER EXPERIENCE

2005 – 2013

Les Scouts Du Liban

Assistant Chief

REFERENCES

Available upon request