

Frederic Helou

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Lebanese, Married, Male, June 21, 1980

Eighteen years of experience in the Food and Beverage business through several positions held within International Companies in different departments; Guest services, Waiter, Head Waiter, Branch Manager, Project Manager, Operations Manager, and Area Manager.

CORE COMPETENCIES

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| - High managerial & leadership skills | - Detailed oriented |
| - Excellent communication skills | - Managing cafeteria concepts |
| - Team spirit; empowering & developing others | - Menu engineering, ISO and HACCP |
| - Decisiveness & personal credibility | - Operating coffee shops |
| - Analytical & strategic thinking | - Purchasing food and equipment |
| - Dynamic, enthusiastic & hard work | - Check in shops infrastructure and maps |

EXPERIENCE

Managing Partner Jun.16 – Mar.18

Bee Group SARL (Pozot Restaurant), Hadath

- Running the whole restaurant operation
- Staffing, training, purchasing
- Implementing hygiene and sanitation programs
- Menu engineering, costing, P&L
- Organizing birthdays and events.

Area Manager Feb.14 – Mar.17

Nestle Toll House Café by Chip Lebanon (Tahoe Foods), Achrafieh

- Responsible of Lebanon area, dealing with the franchise owners; reporting to owner in Canada. Crest Foods, USA. Certified from the same company to train and run new location and staff in Lebanon
- Dealing with suppliers locally and abroad; P&L; costing and day-to-day operation
- Forecasting yearly orders to cover locations need, to be ordered from the states
- Participating in the lay outs of each location before finale architectural drawings
- Recruiting for locations
- Preparing and running a mini market (FMCG) for the same company, recruiting and buying goods

Operations Manager Jun.12 – Jul.13

Pink lemon YOZA, Baabda

- Running the whole operation in four locations: City Mall, Four Seasons Hotel, Brisk Restaurant Hamra, Senses.
- Assuring personnel recruiting and training, quality of services and food delivery, negotiating deals with suppliers, searching for new locations for the development of the company.

Project Manager Sep.05 – Jan.13

Sodexo Services Lebanon, Sodexo

- Reorganizing the team, decreasing the cost and regulating labour cost, increasing sales, recruiting personnel, setting menus and implementing new ideas for lunch meals, controlling quality, giving the clients a high level of service and a high quality of food in implementing ISO and HACCP system on the site, organizing catering events and VIP lunches and dinners.

Head Waiter Jun.2003 – May.2005

Casper & Gambini's, Downtown

- Leading and motivating the staff, keeping them up to the level of service.

OTHER EXPERIENCES

Creating a Restaurant 2001 – 2002

Eighty- Resto, Baabda

- Participating in menu concept and cost, choosing kitchen materials and the service utensils, choosing the decoration and participating in recruiting
- In parallel to this project, I was working as a waiter and going to university

Preopening Team 2001 – 2002

Central Restaurant, Achrafieh

EDUCATION

- Université Catholique de Lyon, Masters Degree in Marketing, 2005
- Pigier-Superc, Diploma in Hotel Management, 2003
- Lebanese Baccalaureate (Experimental Science), Sagesse Brasilia, 1999

LANGUAGES & COMPUTER KNOWLEDGE

- **Arabic:** Native language
- **French, English:** fluently read, written and spoken
- Microsoft Office, Internet, Squirell, Omega, BIM, LMS

CERTIFICATIONS & MEMBERSHIPS

- Former leader in "Les Scouts Du Liban" association.
- Attending training sessions at Casper and Gambini's (sales, wine, communication skills, safety and sanitation, reading the customer...).
- Attending and mastering a training session with GWR Consultancy Company in Managerial customer service topic.
- Attending a technical training workshop in Food and Beverage, given by the Dean of Hospitality in AUST University Dr. Elie Abou Chedid.
- Attending a training on BIM POS software system, for sales and location management
- Attending a training session in Delegation skills at Tammayaz.
- Attending one-week training conducted by Crest Foods USA, in opening and managing coffee shops

HOBBIES

- Reading, cooking, camping.

References available upon request