

## **Charbel H. Khoury**

Dekwaneh, Beirut-Lebanon

+961 3 698939

[chelkhoury@gmail.com](mailto:chelkhoury@gmail.com)

### **Summary**

I am an innovative, dynamic and highly energetic business manager who has a proven ability to identify and capitalize business opportunities.

I have previously achieved rapid progression in major projects, from the planning stage through implementation until completion.

I am comfortable with handling key accounts and at the same time, exceeding service expectations.

I possess a very good track record of understanding, defining and shaping customers' needs; pro-active, with a proven ability to improve processes and people by promoting the best practice procedures.

### **Professional experience**

-August 2017 till December 2018: **Triple Management (The Bridge)**

#### ***Operations Director***

- Manage the opening of various new outlets: Dealing with contractors and suppliers.
- Staff Recruitment
- Purchasing management and cost control
- Menu engineering for the multi-outlets (i.e. different concepts ranged from industrial catering kitchen to the finest dining).
- Manage daily F&B shift operation and staffing level to verify that guest service, operational needs & financial objectives are met.
- Monitor and maintain the productivity level of employees
- Maintain the operating budget and verify that standards are followed
- Coordinate cleaning program in all F&B area
- Take pro-active approaches when dealing with guest concerns, handle customer inquiries and complaints
- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance
- Comprehend budget, operating statement and payroll progress report
- Agree and manage budgets
- Plan menus
- Oversee stock levels
- Prepare sales reports and financial records
- Work with department heads and senior management to get the best performance from staff

-July 2016 till February 2017: **Nutrigo Foods**

***Sales & Development Director***

- Development & Creation of Nutrigo Foods new identity
- Day to Day follow up with clients
- Building up sales & marketing strategies & plans
- Management & Creation of the retail department
- Innovation of new products with competitive prices to acquire new accounts

-January 2015 till June 2016: **Eternity S.A.L. (Magnolia Bakery, Kitchen Network Catering)**

***Operations & Catering Manager***

- Menu Engineering for **KNC**
- Management between **MB** stores and Central Kitchen
- Ensured the implementation of ISO 22000 for the central kitchen
- Management of the rental catering equipment
- Events coordination between the sales department and the clients
- In charge of **KNC's** development by integrating innovation and trend to the offered menu while keeping the prices competitive, this resulted in the acquirement of several prestigious accounts.
- Regulating in-store operational procedures
- Supervising the consistency in production and wastage levels
- Supervising the adherence of the final products to **MB** standards
- Acting as district manager to 3 operational stores and a central kitchen
- Day to day follow up on operational issues at the stores and the central kitchen
- Follow up on customers' requirements and satisfaction

- January 2011– September 2013: **Cat & Mouth (the leading catering company in Lebanon).**

***Assistant operations manager and internal food & beverages audit***

- Menu engineering for all the outlets of the company such as: Fattal Holding, Azadea Holding, College protestant Francais.
- Management of the logistics department.
- Management of the rental catering equipment.
- Management of events up to 4 or 5 per night from staff to equipment to truck end last but not least to food.
- Events coordination between the sales department and the clients.
- Management of Royal Weddings abroad such the Royal Wedding in Qatar celebrated in 2012 for more than 3000 Pax followed by a Royal wedding in Saudi Arabia and a royal Baby Born Party.
- Management of international events and local big and VIP events (opening of Kid's Mondo, Lunching of the new Range Rover)

- January 2010 – June 2011: **Seray Production s.a.r.l. (Lebanon).**

***Operations manager.***

- Direction and management of different departments (kitchen, staff, coffee shop and bar) in 2 different outlets: Serail night club and Green Bean coffee shop.

- December 2008 – February 2010: **Socrate Catering (Lebanon).**

***Operations manager.***

- Management of a new concept of Socrate's catering.
- Menu engineering. (Socrate is a pioneer in authentic Lebanese traditional food).
- Management and training of staff.
- Recruitment.

- May 2008 – November 2009: **Maatouk Group Management (Lebanon).**

***Operations manager.***

- Managing the opening of various new outlets: Dealing with contractors and suppliers.
- Recruitment of staff for various departments.
- Purchasing management and cost control.
- Menu engineering for the multi- outlets i.e. different concepts ranged from simple industrial catering kitchen to the finest dining.

- 2007 – April 2008: **L'Oscar Palace (Lebanon).**

***Operations manager.***

- Management and direction of the complete venue.
- Recruitment of employees for the different outlets of the organization and at all levels. (Oscar executive suites& chalets Oscar club, Oscar palace and Oscar beach.
- Purchasing and follow up with suppliers.
- Human resources planning, evaluation and compensations.
- Building up marketing strategies and plans.

- 2005 – 2007: **Da Giovanni restaurant (Lebanon).**

***Bar manager.***

- Handling inventories and bar stock levels.
- Conducting wine trainings and seminars for staff.
- Bar menu engineering.

-Managing the bar crew.

- 2004 – 2005: **B.Hive Restaurant & Club (Lebanon).**

***Operations manager.***

-Management and organization of the pre-opening and the opening ceremonies.

-Bar and lounge menu engineering (beverage and food).

-Recruitment of various employees for different departments.

-Promotion, advertisement and public relations.

- Summer 2004: **La Voile Bleue (Lebanon).**

***Floor manager.***

-Staff training and scheduling for the various outlets in the resorts.

-Special events coordination.

-Food and beverage control

- Winter 2004: **Fusion Night Club (Lebanon).**

***Outlet manager.***

-Menu engineering.

-Human resource managing.

-Public relations managing.

- Winter 2003: **Jeita Country Club (Lebanon).**

***Restaurant manager.***

-Managing human resources.

-Running the purchasing department.

-Banquets organization and coordination.

- Summer 2003: **Panama bar & grill (Beirut).**

***Restaurant manager.***

-Managing human resources.

-Running the purchasing department.

- Summer 2002: **Oceana Beach Resort (Lebanon).**

***Floor supervisor.***

-Staff training and scheduling for the various outlets in the resort.

-Special events coordination.

-Food & beverage control.

- Winter 2002: **Igloo Restaurant & Pub (Lebanon).**

***Shift leader.***

- Handling reservations.
- Scheduling employees.
- Conducting inventories.

- Summer 1998: **L'Auberge de Faqra (Lebanon).**

***Internship/Waiter.***

## **Academic Background**

**2001 – 2003:** Hotel Management — **Sagesse University (Lebanon).***certified by the international hotel management school of Lausanne.*

**1998 – 2000:** BT Hotel Management — **Ecole Hoteliere de beyrouth. (Lebanon).**

**1985 – 1997:** Primary and Elementary School — **Sagesse School (Lebanon).**

## **Languages**

French: Spoken, read and written Fluent.

English: Spoken. Read and written Fluent.

Arabic: Spoken, read and written Fluent.

## **Technical skills**

All Microsoft Windows versions and Microsoft Office Tools.

Hospitality POS systems such as **Soft Mind, Omega, Pixel Point** and **Squirrel**.

## **Personal skills**

Excellent interpersonal skills.

Business oriented, success driven, well organized and highly motivated.

Holding high business ethics.

## **Hobbies and interests**

Sports in general.

Cooking and special culinary TV shows.

Cars.

**References available upon request.**