



CURRICULUM VITAE

First name: **Elie**

Name: **Eid**

Nationality: **Lebanese**

Date of birth: **Chouf- Jleiliye 01/09/1982**

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A- Education:

2001-2004: BA in Hotel Management & Business at "L-A-University-Kaslik.

B- Experience:

November 2012 till present:

Purchasing Manager (Purchasing, Quality and Cost Controller Manager) at Add-mind F&B concept creation, for a company valued above 15 M\$, which owns and manages the following clubs and outlets : White club, Indie lounge, Iris lounge, Shogun Japanese Restaurant, Iris Beach- Jiyeh, Urban hotel Faqra, Bonita Bay resort Batroun, Caprice lounge, La Plage resort, Bar Du Port in Saifi, Matto italian restaurant and many others outlets in Dubai and Abu Dhabi namely: The Eight Lounge & Bar, Iris, White clubs, Mad Club, Indie, Matto restaurant and Cove beach resort.

Principle responsibilities & Position Purpose:

Responsible for ensuring high quality and efficiency of service to the outlets at all times in compliance with Addmind standards, policies and procedures, and also emphasize maximization of profitability with minimum loss and expenses.

Essentials and Supportive functions:

- Follow and implement policies and procedures in conjunction with the company goals, objectives and vision.
- Introducing and communicating ISO 9001:22000 to all departments by conducting ISO awareness training & department training to new comers.
- Responsible of the Quality of the management system and its compliance with ISO 9001:22000
- Work closely with the top Management (CEO, CFO, COO) to plan, schedule and implement quality standards, procedures and training manuals, competency standards, and documentation requirements.
- Coordinate procurement activities and negotiate annual deals and targets with suppliers to optimize profitability and to obtain the best possible combination of price, quality and service.
- Resolve any irregularities and non-compliance issues with suppliers and vendors concerning purchase orders, payments or any conditions of purchase
- Maintain proper and complete records of purchase orders, supplier agreements, sponsoring and related purchase documentation.
- Supervise and control physical inventory, inventory turnovers, returns, expiry dates and damaged goods.

- Supervise and control results to reach the expected commercial margins through controlling the budget using a P&L study.
- Recommend target for sales and profit margins across all categories
- To ensure that all procedures within the company conform to health and safety regulations.
- Determine and document any area that may need improvement.
- Prepare quality and training manuals, implementing them and controlling the process.
- Internal and external control of documents and procedures.
- Prepare reports of analytical results for compliance with evaluation performance testing.
- Responsible for the application of the Quality Management system related to the department and its continuous development.
- Recommend and assist in establishing standard in portions, recipes, purchase specification and yields. Reports on costs of food and beverage consumed and sold.
- Assist in determining sales potentials against which actual sales are measured to furnish management with reports on control of food and beverage sales.
- Regular daily inspections of stock movement through data entry of purchased materials and returns of supplies
- Communicate with the Executive Chef to ensure that accurate weights are being strictly followed by all production units.

November 2011 till November 2012:

Resort Manager for Bonita Bay- Batroun, under the management of Add-mind group

Bonita Bay Resort is located at the sea shore of Madfoun north of Lebanon; with 6000 m² Bonita bay offers excellent experiences with its panoramic view of the swimming pool area, to its freshly seafood restaurant, the beach bar atmosphere and its light snacks offered around the pool and the beach.

Principle responsibilities & Position Purpose:

Essentials and Supportive functions:

- Organize and arrange all FOH, BOH, Kitchen FF&E, Power Supply, Dataports, Telephone and Fire system snag reports. (Pre-Opening tasks)
- Interviews, selects, trains, supervise counsels and disciplines service staff for the efficient operation of each outlet. Organizes and conducts pre-shift and department meetings communicating pertinent information to the outlet managers.
- Maximizes restaurant department profitability; implements effective controls of food, beverage, and labor costs and monitors the restaurant's budget to ensure efficient operations, including achieving budgeted revenue and labor expenses.
- Ensures par stock levels are maintained [by calculating inventory, ordering, retrieving and stocking products]. Evaluates cost effectiveness of all aspects of operation. Develops and implements cost saving and profit enhancement measures.
- Utilizes computers and POS Software to accurately charge customers, create forecast and revenue reports and draft correspondence. Inputs and retrieves data and changes computer procedures and programs the system accordingly.
- Moves throughout facility and kitchen areas to visually monitor and take corrective action to ensure food quality and service standards are met. Verifies temperatures, judges appearance and taste of products, and checks preparation methods to determine quality. Provides guidance for improvement and implements necessary adjustments for consistency.
- Regularly reviews and evaluates the degree of customer satisfaction in each restaurant, bar and F&B outlet; recommends and implements new marketing and/or operational policies and procedures when necessary to keep up with demand and market changes; investigates and resolves food quality and service complaints. Interacts positively with customers.
- Check and calculate actual P&L figures related to last year's budget

- Responsible for ensuring compliance with all policies and procedures that relate to the resort as well as all local, state and federal laws and regulations; responsible for ensuring cleanliness and proper sanitation of all work and service areas.
- Participates in the development, implementation and marketing of new and creative menus to attract a pre-determined customer market; promotes the cross-selling of other outlets and the company.

June 2009 till August 2011:

**Assistant Food & Beverage Manager at O Beach Resort, under the management of Amber Hotels and Resorts. Jordan, Dead-Sea
(Pre-Opening, Opening and daily operation service)**

O Beach reveals itself as the new “It-Spot” on the Dead Sea shore, the only Five-Star resort and unique night attraction in the area. O Beach portrays pure delight for luxury beach addicts and generates that exclusive beach sensation that becomes the O Beach signature experience. It was awarded the Bloomberg property award for Best Leisure Design in 2010.

Principle responsibilities & Position Purpose:

Essentials and Supportive functions:

- Organize and arrange all FOH, BOH, Kitchen FF&E, Power Supply, Dataports, Telephone and Fire system snag reports. (Pre-Opening tasks)
- Interviews, selects, trains, supervise counsels and disciplines service staff for the efficient operation of each outlet. Organizes and conducts pre-shift and department meetings communicating pertinent information to the outlet managers, such as house count and menu changes. Schedules and directs staff in their work assignments.
- Ensures par stock levels are maintained [by calculating inventory, ordering, retrieving and stocking product]. Evaluates cost effectiveness of all aspects of operation. Develops and implements cost saving and profit enhancement measures.
- Moves throughout facility and kitchen areas to visually monitor and take corrective action to ensure food quality and service standards are met. Verifies temperatures, judges appearance and taste of products, and checks preparation methods to determine quality. Provides guidance for improvement and implements necessary adjustments for consistency.
- Regularly reviews and evaluates the degree of customer satisfaction in each restaurant, bar and F&B outlet; recommends and implements new marketing and/or operational policies and procedures when necessary to keep up with demand and market changes; investigates and resolves food quality and service complaints. Interacts positively with customers.
- Participates in the development, implementation and marketing of new and creative menus to attract a pre-determined customer market; promotes the cross-selling of other outlets and the company.

August 2007 till May 2009:

**Operations Manager at Osaka Japanese Restaurant, under the umbrella of Aknan global company, Kuwait.
(Pre-Opening, Opening Osaka and daily operation service)**

Osaka is a typical Japanese restaurant located in the sea side of Kuwait city, and is traditionally considered the “nation’s kitchen” (otenka no daidokoro) or the gourmet food capital of Japan.

General responsibilities:

- Establishing an operational manual to build a higher level of quality in the operation.
- Implementing cost control procedures in order to maximize profitability.
- Participating and organizing the payroll of current and casual staff and calculating the monthly labor cost.

- Developing, monitoring with the owner's assistance, monthly and yearly operating budget of all the outlets to control expenses.
- Controlling a daily and monthly inventory in order to maintain good food quality especially perishable items.
- Constantly seeking an improvement on the way the restaurant is run in both short term (day to day) and long term periods.
- Meets with clients, plans and prices for special functions.
- Monitoring local competitors and compares their operation, pricing strategy with the restaurant.
- Regular meetings with the outlets' heads to review reports, make recommendations and follow ups to ensure all problems have been corrected.
- Ensure an effective communication between the front and the back of the house.
- Attaining a monthly conversation with the entire kitchen and service staff and give them solutions for their problems and issues.
- To actively promote the restaurant in the local area through wise marketing.
- Adjusting or changing the menu taking into consideration: the customer requirements, the market's needs, the competitors' movement, the season, and the food cost.

2004-till 2007: 3 years at "Edde Sands" Resort, Hotel and Spa, Jbeyl-Lebanon.

Room service manager for summer 2007:

- In charge of all the bungalows, cabanas, hotel rooms.
- Implemented training courses for new recruits.
- Follow up with all the services to be done according to the highest quality standards followed by the property.
- Follow up with the four major phases of the service: guest call (taking an order), preparing, delivering and clearing.
- Checking if all the amenities are available in the room before the guest arrival.
- Daily Checking for the mini bar. Check on expired items and sending coming to expire items to the banquet
- Follow up with the front desk, if we have any no show, to remove the fruit basket and the cookies from the room and keep it fresh to serve.
- Handled all the guest complaints and taking action for any problem under the company authorization given to me.

Floor Manager for spring and summer 2007:

- In charge of the Lebanese restaurant.
- In charge of the monthly inventory.
- Implemented training courses for new recruits.
- Responsible for the manpower distribution per shift.
- In charge of the schedule of 50 employees.
- Implemented in the opening and closing duty procedure of the Restaurant

Supervisor for spring and summer 2006

Shift leader for spring and summer 2005

Shift leader for summer 2004:

1998-2003: 5 years seasonal and casual at “Regency Palace Hotel” in Adma.

2000: 1 year casual with “Sofil Catering”.

2001: 1 year casual with “Faqra catering”.

C- Hobbies and skills:

- Well competent and communicate easily.
- Pays attention to details.
- Flexible to work according to the needs of the business.
- Maintain a professional behavior and control under stressful situations.
- Goes the extra mile to ensure each guest, colleague and staff has an A+ experience.
- Looking always to handle the more complicated tasks, unusual and difficult situations.
- Work to exceed guest “expectation” and Management satisfaction
- Understanding of Wine, health, safety, fire system, ISO Procedures, food hygiene process and law.

- Sports: swimming, tennis, chess
- Geographic and scientific channels watching.

- Computer knowledge: Microsoft Office, Pos software’s (Omega, Micros, Fidelio, FMC Food Material Control, RMC Remote Management Console, Bayan H.R Software, Opera user.

D- Languages:

	<u>Read</u>	<u>Write</u>	<u>Speak</u>
Arabic:	native	native	native
French:	Fluent	Fluent	Fluent
English:	Fluent	Fluent	Fluent

E- Objective:

To enhance my managerial skills, while working in a large institution and have the opportunity to gain interdepartmental knowledge.

F- References:

- Mr. Ralph Nader
Chairman at “Amber hotels and Resorts” (Lebanon)
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Website: www.amberhotelsandresorts.com
- Mr. Federico Rodriguez
Food & Beverage director at “ABYAT Group” (Kuwait)
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