

# ELIAS HAYEK

Beirut, Lebanon • +961.3625450 • ebhayek@hotmail.com

## CAREER OBJECTIVE

Versatile, innovative, enterprising Learning and Development professional with good experience in human resources especially in the hospitality sector in the Middle East. Accomplished professional capable of managing the learning and development function from training needs analysis through course design, delivery and evaluation assuring maximum ROI from the function. Skilled in designing and delivering training modules in the domains of customer service, food and beverage, management skills, leadership. Qualified professional with SPHR, NLP Practitioner and MBTI Practitioner certifications skilled in deploying modern training delivery techniques assuring delivery of high quality output. Expertise in human resources management including recruitment and staffing, manpower planning, employee engagement and performance management. Proactive, result driven professional seeking a challenging assignment to leverage multifaceted competencies and deliver outstanding results aligned to organizational goals and objectives.

## SKILLS

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|-------------------------------------|-----------------------------------|---------------------------------|
| ➤ Learning and Development          | ➤ Human Resources Management      | ➤ Hospitality Management        |
| ➤ Training Needs Analysis           | ➤ Course Design and Delivery      | ➤ Off-the-Job Training          |
| ➤ Training Effectiveness Assessment | ➤ Performance Management          | ➤ Train the Trainer             |
| ➤ Hotel Pre-opening                 | ➤ Recruitment and Selection       | ➤ Induction and Orientation     |
| ➤ Budgets and Cost Control          | ➤ Process and System Optimization | ➤ Customer Relations Management |
| ➤ Employee Engagement               | ➤ Stakeholder Relations           | ➤ Teamwork and Leadership       |

## PROFESSIONAL EXPERIENCE

### HR Manager, July 2018 – August 2019 EXOTICA S.A.L

#### Company Profile:

- Formed in 1978, Exotica has blossomed into the most recognizable flowers and plant's provider in the Middle East region.

#### Key Responsibilities:

- Set policies and procedures along and communicate them to employees
- Set and designate a new organization structure for all departments
- Develop and set KPI's with Head of Departments for their team members.
- Prepare and redesign jobs accompanied with new Job Descriptions based on the basis needs.
- Conduct training needs analysis and prepare training plan accordingly.
- Develop managers and provide coaching sessions for manager on how to lead and manage people
- Design and conduct trainings across the board
- Liase with central HR Office for recruitment needs
- Follow-up on the appraisals, make sure it is done on time and that the personal development plan is in place
- Prepare HR budget as per the business needs of the company
- Prepare Employee Experience calendar on a monthly basis
- Conduct shop visits to observe and coach employees on customer service standards.

### Learning and Development Manager, November 2015 – June 2018 Phi Management Group (Beirut, Lebanon)

#### Company Profile:

- Phi Management Group is a management consulting company specializing in assessing organizational needs and providing tailor-made hands-on solutions that have a tangible and measurable impact on business performance.

#### Key Responsibilities:

- Design and develop training materials and deliver courses in the areas of customer services, managerial and supervisory skills development, leadership, behavior based interviews, performance management, strategic thinking and other behavioral topics.
- Work closely with senior leadership teams of client organizations in assessing their organizational needs and developing training plans and budgets.
- Design training programs considering learning objectives, learner preferences complexity and sequence of content and relevance to the job.

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- Develop course content and deliver training solutions through courses in a classroom setting, e-learning or a blended approach to meet client objectives.
- Support client organizations in evaluating and measuring effectiveness of the learning and development interventions delivered by the company and in calculating the ROI of their L&D programs.
- Manage and administer approved budgets for various courses, mobilize and utilize resources, monitor and control costs to improve the margins on programs without impacting value delivered to clients.
- Participate in business development activities including approaching prospective clients, delivering presentations and sales pitches in order to maintain sustainable business growth

**Human Resources and Learning Manager, December 2011 – October 2015**  
**Learning and Development Manager, September 2009 – November 2011**

### **Four Seasons Hotel Beirut (Beirut, Lebanon)**

#### **Company Profile:**

- Situated in the heart of the capital, Four Seasons Hotel Beirut is a luxury 5-star hotel with state-of-the-art facilities and world-renowned highly personalized service. The hotel is a member of the global Four Seasons Hotels and Resorts chain.

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#### **Highlights:**

- Contributed to the pre-opening of Four Seasons Safari Lodge, Serengeti Tanzania
- Assisted for one month in the Learning departments of Four Seasons Resorts in Maldives – Kuda Huraa and Landaa Giraavaru.
- Successfully launched the Learning function at Four Seasons Hotel Beirut and organized pre-opening training for all employees of the hotel.
- Served as in-charge of the Quality Assurance program launched by the hotel in 2014.
- Worked as a member of the task force in the L&D department of Four Seasons Hotel Damascus, Syria for 1 month in 2012.

#### **Key Responsibilities:**

##### **Learning and Development**

- Conducted annual training needs analysis of all the departments/functions of the hotel and formulated the annual training plan and budget in order to bridge identified gaps in skills and competencies.
- Planned organized and delivered off-the-job training sessions of various aspects of hotel operations and customer service as per requirements.
- Analyzed performance appraisals of managers, identified learning and development needs and conducted in-house management development programs and recommended nomination of managers to appropriate external programs.
- Participated in the selection of Departmental Trainers and conducted regular workshops and monthly workshops for training and developing them.
- Provided effective support to Departmental Heads in enhancing effectiveness of all training related activities including staff meetings and performance appraisals.
- Coached and mentored various departments of the hotel in the production of service standards and manual of procedures and monitored to assure availability of and compliance with up-to-date documents.

##### **Human Resources**

- Worked with the HR team in ensuring professional treatment of new employees through a well-structured first day experience program followed up with appropriate on-the-job and off-the-job training.
- Performed the tasks of a duty manager in assigned shifts according to the established rota and coordinated overall hotel operations.
- Participated in recruitment of staff including use of social media, screening of CVs, interviewing of applicants facilitating the selection of the right person for the right job.
- Dealt with disciplinary procedures and coached managers in the proper method for conducting disciplinary actions adhering to company policies and procedures and adhering to statutory requirements.
- Coordinated the planning, scheduling and efficient organization of employee engagement programs to ensure employee satisfaction and loyalty.

**Employee Development Manager, January 2009 – August 2009**  
**Assistant Employee Development Manager, September 2008 – January 2009**  
**Training Officer, January 2006– September 2008**  
**Rotana Hotels (Beirut, Lebanon)**

#### **Company Profile:**

- Rotana Hotel Management Corporation owns and operates a portfolio of 4 and 5 star hotels, fully serviced apartments and budget hotels in the Middle East and Africa.

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## Highlights:

- Launched the Employee Development function at Hazmieh Rotana, Beirut
- Formulated and implemented the employee development plan for Gefinor Rotana, Beirut
- Developed the initial job training plans and employee development records for Al Manshar Rotana, Kuwait

## Key Responsibilities:

- Identified training and development needs in the assigned properties through job analysis, appraisal schemes and consultancy with departmental heads and the HR department.
- Developed the training strategy of the organization designed to achieve operational, customer service and business standards in line with Rotana's global strategy,
- Designed, organized and delivered off-the-job in-house and outsourced training program to address the needs identified during the training needs analysis process.
- Managed the employee development budget, ensuring optimum allocation and utilization to maximize training and development effectiveness and return on investment (ROI) of the employee development function.
- Developed and delivered effective induction programs for new hires and monitored performance of trainees through test, quizzes and on-the-job assessments.
- Coordinated the selection, training, development and performance management of a team of departmental trainers to impart a range of functional and non-functional programs.
- Participated in design of in-house training programs, preparation of training materials, review of training effectiveness and upgrading of the programs to reflect changes in the work environment and adopt industry best practices.

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## PREVIOUS ASSIGNMENTS

- **July 2005 to January 2006 (6 Months):** Head Waiter in Charge, Crowne Plaza Intercontinental, Beirut Lebanon
- **July 2004 to July 2004 (1 Year):** Assistant Head Waiter, Crowne Plaza Intercontinental, Beirut Lebanon – worked in the Top 21 Restaurant (February 2005 – July 2005) and in room service (July 2004 – February 2005)
- **August 2003 to June 2004 (10 Months):** Floor Manager, Silver Screen Restaurant, Beirut Lebanon

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## EDUCATION

### **ESA Business School, Beirut, Lebanon and ESCP Europe**

Executive MBA: March 2019

### **Lebanese University, Beirut, Lebanon**

Bachelor of Arts, Major: Hotel Management (September 1999 to May 2003)

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## PROFESSIONAL DEVELOPMENT

### **CERTIFICATIONS:**

- Certificate in Professional Human Resources (Haigazian University, Beirut, Lebanon)
- Certified Senior Professional Human Resources – SPHR (Morgan International)
- Certified NLP Practitioner (Trace Training Company)
- Certified MBTI Practitioner (Innovative HR Solutions)

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## PERSONAL INFORMATION

- **Nationality:** Lebanon
- **Date of Birth:** 17/07/1980
- **Marital Status:** Married
- **Hobbies and Interests:** Music – served as president of Chorale Geitawi for 4 consecutive years– a Maronite community choir for 2 years in a row; Sports – holder of 4<sup>th</sup> Degree Black Belt in Taekwondo; Reading, Swimming
- **Language:** Fluent in English and Arabic. Fair French and Spanish
- **References:** Available on request