

## OUSSAMA KHALIFE

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### PERSONAL INFORMATION

Birth Date: 01 January 1977  
Gender: Male  
Nationality: Lebanese  
Marital status: Married  
Driving License: United Arab Emirates

### EDUCATION:

T.S. (Advanced Technician Certificate) - Programmable Industrial Machines

### CAREER OBJECTIVE:

I am looking for a long term career opportunity where I can utilize my operations, sales and customer service skills and be a valuable member of a dynamic organization.

### WORK EXPERIENCE:

#### 2016 – Present:

*Operations Manager*

*Leisure Center, Abu Dhabi & Al Ain Branches, United Arab Emirates*

#### **Duties and responsibilities**

- Conduct due diligence of developing target franchisee restaurants, including feasibility study in terms of location, profitability, business objective, etc.;
- Liaise with the respective Government/ Statutory Authorities to procure the necessary licenses and documentations;
- Lead the operations and production team to deliver within specific standards and schedules required;
- Manage overall costs including material, equipment's, manpower etc.;
- Manage production planning, forecasting, purchasing and stock control;

- Maintain and improve the overall performance of the restaurant/ coffee shop on a regular basis including cost analysis and monitoring of processes;
- Work along with the Marketing team to develop Marketing Strategies and Promotion plans to successfully market the restaurant/ coffee shop brand in the relevant media;
- Manage and supervise the food & beverage staff to ensure maximum utilization of the manpower allocated;
- Ensure strict compliance with all relevant hygiene and safety legislations and requirements;
- Maintain close, professional and effective links with all external contractors/suppliers to ensure that they deliver to mutually accepted agreements and highest quality levels;
- Handle responsibilities for the special events held at the restaurant. It involves all planning associated with each event, right through to delivery.

#### **2014-2016:**

*Catering Centre and Wedding Halls Manager*

*Azzam Hospitality Center, Abu Dhabi, United Arab Emirates*

#### **Duties and responsibilities**

- Managing wedding halls in accordance with Al-Ain Municipality;
- Monitoring the EHS regulations during the wedding occasions;
- Supervising the implementation of Abu Dhabi Food Authority rules during the catering services that take place in the weddings;
- Maintaining a high level of services throughout efficient supervision on the Hall facilities such as CCTV, Fire extinguishers, Air conditioning, fire alarm system etc.;
- Managing the reservations of the customers to provide them a high quality of services;
- Daily inspection through continuous patrolling around the wedding halls;
- Preparing weekly reports to submit them to the Municipality.

### **2008-2014:**

#### *General Manager*

Union Palace Restaurant- Baynunah Hospitality Center, Al Ain, United Arab Emirates

#### **Duties and responsibilities**

- Identify and estimate quantities of foods, beverages, and supplies to be ordered;
- Schedule staff work hours and activities;
- Organize, plan, and prioritize;
- Make decisions and solve problems concerning menus and staff;
- Process and analyze information when scheduling and budgeting;
- Inspect equipment and food deliveries;
- Guide, direct, and train staff;
- Coordinate the work and activities of staff;
- Perform administrative activities such as scheduling, budgeting, and payroll.

### **2001 -2008:**

#### *Personnel Management & Procurement*

Golden Sheep Restaurant, Al Ain, United Arab Emirates

#### **Tasks and Duties:**

- Work with chefs and other personnel to plan menus that are flavorful and popular with customers;
- Supervise operation of bar to maximize profitability, minimize legal liability, and conform to alcoholic beverage regulations;
- Work with other management personnel to plan marketing, advertising, and any special restaurant functions;
- Investigate and resolve complaints concerning food quality and service;
- Enforce sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas;
- Comply with all health and safety regulations.

**LANGUAGES:**

Arabic: Mother tongue

English: Good command

French: Good command

**SKILLS:**

- Very good communication and leadership skills
- Very good organizational skills
- Good command of office suite (word processor, excel, power point presentations, etc.)

**REFERENCES:**

Provided upon request