



GEORGIO ZGHEIB

Lebanese -13/5/1991
Adonis – Lebanon
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OBJECTIVE

To join a firm where I would be able to invest my knowledge and experience to its benefit also, by becoming a valuable member of its team and adding value to its operations and management through my business management, customer service and leadership skills.

EXPERIENCE

August 2019 till present

Human Resources Director- Lahoud international Company
Pizza Nini- Olio Soto restaurant- Broast Bites Restaurant

- Develop organization strategies by identifying and researching human resources issues; contributing information, analysis, and recommendations to organization strategic thinking and direction.
- Establishing department accountabilities, including talent acquisition, staffing, employment processing, compensation, health and welfare benefits, training and development.
- Manage human resources operations by recruiting, selecting, orienting, training, coaching, counseling, and disciplining staff; planning, monitoring, appraising, and reviewing staff job contributions.
- Develop human resources operations financial strategies by estimating, forecasting, and anticipating requirements, trends, and variances; aligning monetary resources; developing action plans; measuring and analyzing results.
- Support management by providing human resources advice, counsel, and decisions; analyzing information and applications.
- Complies with Labor law, and local legal requirements by studying existing and new legislation; anticipating legislation; enforcing adherence to requirements; advising management on needed actions.

December 2017 - August 2019

Learning and Development Manager
Crepaway - Lebanon

- Implementing the organizations recruiting strategy
- Interviewing applicants
- Administering pre-employment tests.
- Processing transfers, promotions, and terminations
- Conducting training sessions
- Administering on-the-job training programs
- Analyzing job duties
- Writing job descriptions
- Performing job evaluation

February 2016 - December 2017

Operations Manager at Ambassador of food – Saudi Arabia
Chicken Republic

- Developing all SOPs, Manuals, use records, sequence of service, checklists,...
- Handling all procurement process, dealing with suppliers, product testing,...
- Developing, implementing and participating in the marketing and sales activities according to predetermined set of objectives, strategies and action plans for the store.
- Formulating and planning monthly targets, marketing plans and objectives considering the market surrounding factors and ensure achievement of such targets in the most cost-efficient manner
- Monitoring all phases of outlet operations and assigns responsibilities to staff members and check their performance periodically.
- Supervising and assigning responsibilities to keep all machines and equipment in good working condition.
- Monitoring computer system and sales program to ensure smooth running of the system in the outlets.
- Monitoring daily hygiene and work practices in both service and production.



July 2014 - February 2016

Branch Manager

Crepaway - Lebanon

- Developing, implementing and participating in the marketing and sales activities according to predetermined set of objectives, strategies and action plans for the store.
- Formulating and planning monthly targets, marketing plans and objectives considering the market surrounding factors and ensure achievement of such targets in the most cost-efficient manner
- Monitoring all phases of outlet operations and assigns responsibilities to staff members and check their performance periodically.
- Supervising and assigning responsibilities to keep all machines and equipment in good working condition.
- Monitoring computer system and sales program to ensure smooth running of the system in the outlets.
- Monitoring daily hygiene and work practices in both service and production.
- Make sure all guests are satisfied from the quality of service and products.

January 2012 - July 2014

Assistant Branch Manager

Saniour Holding

- Supervise the opening and closing duties.
- Managing the floor of the restaurant.
- Solving problems with customers and staff team members.
- Fill customers incident reports on CRM and send it to the customer service department.
- Responsible of managing the cash flow and the petty cash with its invoices.
- Provide training, coaching, development and motivation to bring out the best in each team member.
- Conducts actual physical stock inventory.
- Making suppliers orders and follow-up on purchases.
- Inform and follow-up on all maintenance issues.

January 2008 - July 2012

Team Leader

Saniour Holding

TRAININGS

- Public speaking certificate
- Advanced Food safety and sanitation conducted by G.W.R
- Advanced management skills program certificate
- S-HRM certificate

EDUCATION

Business Management
at the American University
of Technology and Arts
in Lebanon

LANGUAGES

- Arabic: Native
- French: Excellent
- English: Excellent

REFERENCES

Upon Request

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