

HOUSSAM I. ISMAIL

Beirut, Lebanon

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Objective:

Result-driven professional with a solid, verifiable career track for successfully propelling industry leaders through start-up ventures and high-growth cycles. Known for delivering record-breaking revenue and profit gains within highly competitive regional markets. Exceptional communicator with strong negotiation, problem resolution, and client needs assessment aptitude. Equally effective at identifying opportunities, developing focus, and providing tactical business solutions. Core strengths in Strategic & Tactical Planning; New Business Development; Sales & Marketing; Team Building & Leadership; P&L / Financial Reporting; Human Resources Management; Program Development; Contract Negotiations; Client / Vendor Relations; High-end Technical Training; Policy/Procedure Formulation; and Public Relations & Speaking.

Personal Information:

Nationality: Lebanese

Year of Birth: 1979

Gender: Male

Civil Status: Married

Education:

2001 – 2003: Ecole Supérieure Internationale de Savignac, France

Master Degree in Business Administration (MBA), Hotel Management and Tourism

2000 – 2001: Ecole Hôtelière de Paris Jean Drouant, France

Professional Specification Courses in Hospitality Management

1997 – 2000: Francel College, Beirut, Lebanon

Superior Technical Baccalaureate (BTS Hotel Management)

Professional Experience(s):

November 2014 – July 2020

Sr. Manager, Business Development

Namariq Arabian Services Co. Ltd., Jeddah, Saudi Arabia

- Achieve a gross revenue target of SAR 220 M, focusing on regulated areas now served, to achieve a net margin of 20%.
- Improve operational efficiency by institutionalizing 2019/2020 initiatives (All Departments)
- Update Human Capital Plan for 2019/2020 – Succession Planning, Saudization, Attract-Retain-Develop, Manpower Planning
- Translate Business Plan into a go-to-market approach in the form of a market penetration strategy
- Implement Facilities Management and Hospitality Services Cost-To-Profit Center Transformation
- Develop Partnerships that enable Namariq to enter the Mobile Camp and BTO Market

February 2013 – October 2014

Camps Division Head

Namariq Arabian Services Co. Ltd., Jeddah, Saudi Arabia

- Customer satisfaction is the main priority and is met by delivering our services in all departments due to the maturity of our business, also more focus and partnering with business development to attract the new skilled work force entering the Jazan, KAEC and Yanbu economic city to sustain our business growth and meet our financial goals

- Establish a stronger relationship with Facility Management and clear expectation on the tasks of the maintenance team to successfully deliver the business needs when it comes to having rooms available for rent. (plan is being developed to establish deadlines for each case as a KPI)
- Operational cost continued improvement, showed great success in lowering the cash purchasing and working as a team in finding lower process in the market
- Food & Beverage and Housekeeping Standards are improving and we will measure it by customer satisfaction following the newly established SOP's with Documented and confirmed results, will continue the team effort with hospitality to keep our success and fine-tune more details.

September 2011 – January 2013

Task Force Operations Manager

Flamingo Hotel Management, Middle East & North Africa (MENA) Region

As Task Force Operations Manager responsible to provide both short and long-term Task Force coverage as General Manager. This position requires that the individual travel close to 100% of the time and be open to assignments in Full-Service, Select-Service or Extended-Stay properties.

Overseeing a team of staff and take responsibility for the smooth running of the hotel, it's occupancy levels and also its profitability. In overall charge of daily operations of all departments, from the laundry service all the way through to organizing corporate hospitality.

Duties:

- Effectively managing the daily operations of the hotel;
- Making sure that guest have a good first and last impression of the hotel;
- Setting sales targets for staff and monitoring them to ensure that they are met;
- Recruiting staff, training them up and then monitoring their performance;
- Managing and setting room rates;
- In overall charge of busy food and beverage operation;
- Engaging and motivating staff to do better;
- Constantly focusing on profitability and growth;
- Striving to create a relaxing and welcoming ambience for costumers;
- Identifying other revenue stream opportunities;
- Organizing conferences, wedding receptions and banquets;
- Overseeing the allocation of hotel bedroom;
- Launching local publicity campaigns and attending networking events;
- Making sure presentation, recipes and services are consistent throughout the hotel;
- Demonstrating visible operational leadership and management to the hotel staff; and
- Supervising the activities of the reception staff.

November 2010 – August 2011

Operations Manager

Golden Tulip Galleria, Flamingo Hotel Management, Beirut, Lebanon

- Hotel with 176 Room and renowned Restaurants
- Pre-opening Team (or Responsible of implementing all Golden Tulip Standard ...)
- Supervising the activities of the front office, housekeeping, laundry, security and maintenance staff
- In charge for Food & Beverage day to day operation looking after All Day Dinning Restaurant, Champs Sport Bar, Executive Lounge, 3 Meeting Rooms, Banquet Hall, Room Service (24/24), Lobby Coffee Shop
- Opening and launching Champs Sports Bar (Tex-Mex Restaurant or Sports Bar, 120 seats, responsible renovation, marketing, entertainment, recruiting, launching and implementing themed nights

- Training for all Food & Beverage team members
- Maintain high standard of service in all Food & Beverage outlets
- Taking daily briefing for the staff to check the Grooming standard and Product Knowledge
- To maintain out let client profile and update the F&B Office system
- Setting up new standards for Restaurants

October 2009 – October 2010

Director, Food & Beverage

Golden Tulip Sharjah, Flamingo Hotel Management, Sharjah, United Arab Emirates

Team Leader of the Food & Beverage Committee, innovating and implementing corporate and regional menu as well as service standard (worked with hand in hand with Corporate/Regional Chef to assist with SOPs and audits for F&B Departments in other locations within MENA Region)

- Business Hotel with 274 Room and renowned Restaurants
- In charge for Food & Beverage day to day operation looking after All Day Dinning Restaurant, Outside Catering, 2 Meeting Rooms, Banquet Hall, Room Service (24/24) and Ristretto Coffee Shop
- Team Leader for HACCP, responsible of implementation and achieving HACCP system for the hotel
- Maintain high standards of HACCP system in all departments
- Training for all Food & Beverage team members
- Maintain high standard of service in all food & beverage outlets
- Taking daily briefing for the staff to check the Grooming standard and Product Knowledge
- To maintain out let client profile and update the F&B Office system
- Setting up new standards for Restaurants

August 2006 – October 2009

Regional Manager

On the Border Mexican Restaurant, Arabian Food Supplies, Dubai, United Arab Emirates

- In charge of the day to day operation to achieve a forecasted Revenue of 15 Million Dirham's
- Responsible of recruiting of and training 115 employees for our 2 branches in Dubai
- Set new manual standards procedure
- Responsible of updating and translating Menu List form, and fixing pricing strategy according to Cost Analysis Study
- Reporting directly to Area Director in corporate offices of USA and KSA

March 2005 – July 2006

Restaurant Manager

Japengo and Bella Donna Restaurants, Bin Hendi Enterprises Group, Dubai, United Arab Emirates

- In charge of the day to day operation to achieve a forecasted Revenue of AED 5 million
- Responsible of updating and restructuring Menu List form, and pricing strategy according to Cost Analysis Study
- Supervising 50 employees' staff, according to multiple shift groups
- Coordinating with different departments executives, on daily basis (F&B, Purchase, Kitchen), Reporting directly to Group Operation Manager, and Regional F&B Manager

August 2004 – February 2005

Restaurant Manager

Café Espresso, Dubai, United Arab Emirates

- Renovation of the whole interior design of the place
- Recruitment for new staff, supervising 15 employees
- Creation and costing of the new ala carte menu
- In charge of the day to day operation,

January 2004 – July 2004

Finance Manager

Comfort Work Shop, Ajman, United Arab Emirates

- Gained enormous knowledge and experience on the technical aspects of Finance & administrative work which sets a fine background for me in my current career in the Restaurants field
- Controlled & supervised the day to day operation of 44 people team
- Managing different financial tasks like control of accounts receivables and payables, customer's credit sales & collection, and routine daily and monthly sales & inventories reports

Professional Training(s):

December 2002 – May 2003

Management Trainee

Picasso Liberte Restaurant, SODEXHO Group, Paris, France

- Assistant General Manager
- Cost Control Manager

June 2002 – August 2002

Management Trainee

La Fontaine Aux Breton Hotel, Pornic, France

- Assistant Manager focusing on quality control management in the Food & Beverage Department
- Responsible for the Front Office Department operating a new system and responsible for 40 employees

April 2001 – August 2001

Management Trainee

Hotel Intercontinental, Paris, France

- Assistant Manager of the Food & Beverage Department
- Accounting Department focusing on Cost Control Management, Catering, Sales, Managing Accounts receivable and Payable

June 2000 – August 2000

Management Trainee

Marriott Hotel, Beirut, Lebanon

- Assistant Finance manager & Cost Control Manager

June 1999 – July 1999

Trainee

Sheraton Coral Beach Hotel, Beirut, Lebanon

- Focusing on Catering, and Room Service

May 1998 – August 1998

Trainee

Summerland Hotel, Beirut, Lebanon

- Focusing on Front Desk Department, kitchen service, catering and room services

Other Professional Credit(s):

- Advance HACCP Certificate for Food Management System for the Hotels
- Lessons in Leadership conducted by Remote Business Conference, June 2000, Paris France
- Time Management Course, November 2006, Brinker International, Dallas, USA

- Team Building & Team Work Workshop, November 2006, Brinker International, Dallas, USA

Skill(s), Language(s), and Reference(s):

Skills High computer literacy, high managerial and leadership skills, hard worker, dedicated and first time learner

Languages Arabic, English, and French

References Available Upon Request