



RASHAD SAMI GHANEM

Bakaata El-Shouf, LEBANON

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OBJECTIVE

Seeking a more challenging role in a rewarding environment where I can utilize skills and creatively involved with system that effectively contributes to the growth of organization. Motivated to offer the highest quality of services with a complete focus on operation, advance learning, and safety. A dedicated team player, willing to work in both night and morning shifts.

SUMMARY EXPERIENCE

TIVOLI Factory

Mount Lebanon Governorate

September 01, 2019 – October 01, 2021

Position: Assistant Manager

Duties and Responsibilities:

- Ensure factory activities are performed in the most effective and productive manner.
- Responsible in planning, coordinating and monitor all department to meet requirements.
- Lead and direct the production team to achieve operational goals in quality, yield, cost, delivery and output.

Road To Success After School

Bakaata, Al Shouf, Lebanon

December 15, 2018 – October 01, 2021

Position: Assistant Manager

4hrs. Tutorial lesson for Students

Duties and Responsibilities:

- Develop and issue educational content including notes, tests, and assignments.
- Supervise classes to ensure all students are learning in a safe and productive environment.
- Organize supplies and resources for lectures and presentations.
- Deliver personalized instruction to each student by encouraging interactive learning.
- Plan and implement educational activities and events
- Ensure your classroom is clean and orderly.
- Evaluate and document students' progress.
- Prepare and distribute periodic progress reports and semester report cards.
- Allocate and grade homework, assignments, and tests

Orchid Beach Resort and Lounge

NA, Jiyeh Lebanon

August 01, 2017 – September 18, 2018

Position: Floor Supervisor

Duties and Responsibilities:

- Assist the Bar Manager in Interviewing, selecting, training, supervising, counseling and disciplining outlet staff.
- Ensuring that checklists, requisitions and proper opening and closing being completed each shift.
- Communicate effectively, both verbally and in writing, to provide clear direction to the staff.

Academic Qualification

- Computer Science_LIU (Lebanese International University)
- Baccalureatte Certificate from Moukhtara School in Life Science in 2019

Workshops Attended

- Attended workshop about leadership in Social Work in April 18, 2017
- Attended a workshop about effective communication skills 3 months ago at Baakline El Shouf

SKILLS

- Computer Literate
- Knowledge in (MS Word, MS Power Point, MS Excel)
- Customer Service
- Flexible
- Micros
- CISCO CCNAv7 networks

Language

- Fluent in Arabic
- Good in English
- Good in French

- Observe performance and encourage improvement where necessary.
- Ensure staffing levels for all outlets are accurate based on the outlet business levels.
- Organize and conduct pre-shift and departmental meetings communicating pertinent information to the staff, such as house count and menu changes.
- Communicate with guests and employees using a positive and clear speaking voice, listen to and understand requests, respond with appropriate actions and provide accurate information.
- Ensuring that all steps of services as outlines in training materials are being followed on a daily basis.
- Resolve problems to the satisfaction of involved parties.
- Answer telephones in a clear voice, coordinate and document reservations.
- Organize special events in the bar such as receptions.
- Maintain rapport with all departments and attend relevant meetings.
- Give guidance toward improvement and make necessary adjustments for consistency.
- Utilize computer to accurately charge customers, create forecast and revenue reports and write correspondence.
- Input and retrieve data and change computer procedures using complex series of keypunches to program system.
- Ensure that all standards and resort cash handling procedures are met.

Grab n' Go

Ashrafieh Lebanon

January 05, 2016 – February 17, 2017

Position: Cashier

Duties and Responsibilities:

- Receive payments and present change to customers.
- Pack items.
- Manage all credit card and cash operations.
- Ensure a balance of the register at the end of the shift or working period.

Reference:

Mr. Nabil Ghanem
Grand Millennium Hotel, Dubai
Food and Beverage Manager
Mobile Number: +971 050311364

I hereby certify that above information is true and correct.
It is my pleasure to be part of your company. Thank you and God Bless.