

# MOHAMAD MAQHOUR

✉ mohamadmaqhour1@gmail.com    ☎ +961 71 449 113    📍 Beirut, Lebanon

## SUMMARY

A business management student, and a manager with an extensive background on leading a team in a workplace environment. Proven ability in increasing customer satisfaction in the different positions that I have held, as well as a skilled leader who has increased employee morale and decreased turnover. Skilled communication and very adaptive to any new challenges faced.

## EDUCATION

<b>Bchamoun Official Secondary School</b> Lebanese Baccalaureate in Economics and Sociology	2009
<b>Lebanese International School</b> Bachelor in Business Management	Current

## EMPLOYMENT

<b>Dreams Suite Hotel, Receptionist</b> <ul style="list-style-type: none"><li>Telephone and front desk reception</li><li>Greet guests, create a welcoming environment, and maintain confidentiality</li><li>Accommodate guests and resolve any complaints they might have</li><li>Maintain digital and physical records</li></ul>	Oct. 2009 - Dec. 2009
<b>Casablanca Restaurant, Waiter, Ain Mrayseh</b> <ul style="list-style-type: none"><li>Responsible for keeping the restaurant intact, setting the table cloths, laying out tableware, and keeping the space tidy</li><li>Stayed up to date with menu specialties, menu choices and menu deviations if items were running out and would communicate changes to customers</li><li>Monitored food and beverage inventory while working and replenished inventory</li><li>Memorized a list of specials for each shift</li><li>Responsible for taking orders and making sure they were correct before bringing them to the customer</li><li>Promptly addressed customer concerns or dissatisfaction to mitigate any escalation inquiries</li><li>Processing payment on digital systems and handling cash</li></ul>	Jan. 2010 - Jan. 2016
<b>Bagels +, Shift Leader, Verdun</b> <ul style="list-style-type: none"><li>Responsible to manage the employees present at each shift</li><li>Resolve conflicts between employees as well as addressing customer dissatisfaction in any of the provided items</li><li>Monitored food and beverage inventory</li><li>Responsible for placing orders to replenish any missing items</li><li>Processing payment on digital systems and handling cash</li></ul>	2014 - 2015
<b>Lancaster Plaza- Fume Bar, Waiter, Raouche</b> <ul style="list-style-type: none"><li>Responsible for keeping the restaurant intact, setting the table cloths, laying out tableware, and keeping the space tidy</li><li>Stayed up to date with all the international food items served as well as the wide selection of drinks</li><li>Assisted with special events when necessary</li><li>Responsible for taking orders and making sure they were correct before bringing them to the customer</li><li>Processing payment on digital systems and handling cash</li></ul>	2016 - 2017
<b>Al-Shayaa Group, Waiter, International House of Pancakes (IHOP)</b> <ul style="list-style-type: none"><li>Greet customers in a friendly and professional manner, taking their orders accurately and efficiently</li><li>Maintain cleanliness of the dining area, including tables, chairs, floors, windows, and counters</li><li>Follow proper cash handling procedures and ensure accuracy when processing payments</li><li>Monitor stock levels and order supplies as needed</li><li>Assist with opening and closing duties, such as setting up the restaurant for the day and cleaning up at night</li><li>Answer phones and take reservations or to-go orders</li><li>Upsell menu items and suggest additional items to customers</li><li>Respond to customer complaints in a timely and professional manner</li><li>Work closely with other servers and kitchen staff to ensure smooth operations</li><li>Participate in team meetings and training sessions</li></ul>	2017 - 2019
<b>Barista, Starbucks</b> <ul style="list-style-type: none"><li>Responsible for preparing and serving coffee, tea, pastries, and other food items in a friendly manner with the goal of providing an exceptional customer experience</li></ul>	2019 - 2021

- Ensured cleanliness within assigned work area at all times by maintaining a tidy workspace as well as keeping equipment sanitized and in good working order
- Followed safety procedures when operating equipment such as espresso machines or ovens to prevent accidents or injuries.
- Prepared a variety of espresso-based drinks, including lattes, macchiatos, mochas and frappuccinos
- Cleaned work station after each shift (including sweeping floors, wiping counters and emptying trash cans)

**Stories Coffee, Supervisor**

2022 - 2023

- **Shift leader**, responsible for the baristas working throughout the shift, responsible for the cash register, as well as opening up or closing the place
- Acting manager in the first branch, and assisted in opening and managing three other branches
- Described menu items and answered questions, entered orders, and received and processed payments
- Cleaned and maintained espresso machines, coffee grinders, and blenders
- Memorized multiple coffee combinations for coffee and tea, and full-filled unique customer requests
- Prepared and baked pastry recipes during morning shifts
- Refilled any missing items during night shifts
- Placed orders from suppliers, received and unpacked deliveries, and checked invoices
- Responsible for checking inventory and throwing out expired products
- Memorized over **8+ yogurt recipes** and responsible for making the yogurt in each shift
- Responsible for record keeping of different aspects of the shop
- Maintained the cleanliness of the shop and cleaned work station after every shift

# SKILLS

**LANGUAGE SKILLS:** Fluent in Arabic and English

**COMPUTER PROFICIENCY:** Microsoft Office (Word, Excel, PowerPoint)

**INTERPERSONAL SKILLS:** Leadership, Communication, Organization, Time-Management , Adaptive , Resilience, Dispute Resolution, Attention to Detail