

Rama Ghannam

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📅 Date of birth 01/01/1997

🇱🇧 Lebanese

☎ 71518304

Education

International Business Management / [School Of Business](#) Beirut
International University

From October 2015 to May 2020

Shift Management Excellence Course / [McDonald's](#) Beirut, Lebanon
March 2019

Internal Control Awareness Session / [McDonald's](#) Beirut, Lebanon
April 2018

Languages

Arabic

Native

French

Fluent

English

Fluent

Work experience

Swing Manager / [McDonald's](#) Beirut, Lebanon
Since July 2017

Performing a variety of tasks, which may include planning for each shift, monitoring performance during the shift, taking action to ensure the team is meeting McDonald's standards, monitoring safety, security, and profitability, and communicating with the next Shift Manager to help prepare him/her to run a great shift, too. Plus meeting targets during their shifts and for helping their assigned Departments meet their goals.

As a Shift Manager, my responsibilities were:

- *Food Safety
- *Internal Communication
- *Inventory Management
- *Daily Maintenance and Cleanliness
- *Managing Crew
- *Quality Food Production
- *Exceptional Customer Service
- *Safety and Security
- *Scheduling
- *Training

Crew Trainer / [McDonald's](#) Beirut, Lebanon
From March 2017 to July 2017

Training staff and assisting with customer service. Instructing and motivating crew, serving customers, keeping the restaurant clean and organized, preparing food, making sure that food safety rules are followed, and monitoring employee performance.

Crew Member / [McDonald's](#) Beirut, Lebanon
From March 2015 to March 2017

Operating a cash register, running the drive-thru, cooking menu items, cleaning the restaurant, and completing other assigned tasks.

Computer skills

Microsoft Office