



Joelle Challita

Operations and Barista Manager

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🏠 Lebanon, Beirut, Ashrafieh

Work experience

Quality Control and Barista Trainer — Green & Co, Illy Coffee Beirut, Gemmayzeh

Since July 2023

- Creates a comprehensive training program covering coffee preparation, machine operation, and fosters a dynamic coffee culture within the team.
- Observes, measures, and records various coffee aspects at client interactions, ensuring a consistent and high-quality coffee experience.

Operations and Branch Manager — SLD Bar, Salad and Healthy Bar Beirut, Saifi

From January 2019 to July 2023

- Developed SOPs for kitchen and floor operations. Oversaw staff recruitment, training, quality assurance, and monitored floor and kitchen performance.
- Responsible for food and beverage procurement. Drove profit goals and control of cost, and managed online platforms such as Toters and Zomato.

Business Owner and Manager — Joey's , Sophie's Kitchen, Varda Nomad

From September 2021 to March 2023

- Catered for social and private events. Responsible for project and concept design, in addition to conducting market study, financial study and creating menu and recipes.
- Responsible for implementation throughout events over the span of a year, most successfully with Virgin Radio Lebanon, and Le Marche Aux Puces in Forum de Beyrouth.
- In charge of all operational and back office work including sourcing, logistics, management, staffing, and social media platforms.
<https://www.instagram.com/joeys.kaake/>

Branch Manager — Bardaro, Restaurant Pub and Events Hub Beirut, Badaro

From January 2019 to July 2019

- Planned and executed over 60 events in a 6-month period, featuring musical bands, dance performances, comedy shows, garage sales, and open buffet caterings.
- Oversaw event logistics, catering, invite lists, reservations tracking, and floor operations.

Branch Manager at Caribou Coffee — Ghia Holding, Restaurants Groups in the Middle East and Europe Metn, Naccache

From January 2015 to January 2017

- Provided training to all team members in the areas of operating standards, customer service and product knowledge.
- Developed and executed sales and profit plans maintaining proper loss prevention.
- Performed all SOP duties, front and back of house functions including opening and closing procedures and cash management.

Workshops and Training

Done, Certified HCITB trainer Mark Dickinson

- Training Trainers, a three days program.
- Management Development , a seven days program.

DigitalAg4Her Hackathon - Berytech

- Develop agri-food solutions using technologies such as Big Data, Artificial Intelligence, etc.
- Learn how to transform an idea into a valid business solution through intensive online workshop, prototype solutions, and then pitch it to a panel of judges.

Education

Arts and Archeology — Lebanese University Metn, Fanar

Since 2022

Baccalaureate degree in Humanity — Ecole Secondaire des Filles de la Charitee Beirut, Ashrafieh

From September 1994 to July 2009

Computer skills

Microsoft Office, POS Software such as Ace, Omega, Squirrel.

Assets

Strong Leadership, Problem Solver, Organized, Can Work Under Pressure, Efficient With Time Management

Languages

Arabic

English

French

Interests

History and archaeology

Vocalist and guitarist

Camping and nature scouting

Travel

South Africa - Johannesburg
Tourist

Saudi Arabia
Burgundy, Haute Couture, Project

Bosnia
Tourist