

# Ahmad El Moghrabi

## Sales | Marketing | Hospitality

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## Profile Summary

Dynamic with 4+ years in hospitality, specializing in guest relations and service excellence, now pursuing a career in sales and marketing. Skilled in client reception, lead nurturing, scheduling, and documentation, with strong organizational abilities that support smooth workflows. Adept at building relationships, promoting services, and coordinating across departments to achieve business objectives. Committed to delivering measurable results through effective communication, customer focus, and strategic support. Seeking a sales and marketing role to apply interpersonal strengths and operational expertise toward driving revenue and brand success.

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### **Commis/ Demi Chef de Partie (Kitchen) – 03/2025 to 11/2025**

#### **Mövenpick Hotel, Lebanon – part of Accor, a global leader in luxury hospitality**

- Assisting senior chefs with prep work and cooking.
- Coordinating with colleagues at every level of the kitchen hierarchy (Sous Chefs, Chefs de Partie, etc.).
- Facilitate staff canteen service by serving meals to hotel employees.
- Enhanced expertise through continuous learning of modern and traditional culinary methods.
- Handling specific stations (e.g., grill, pastry, cold kitchen)
- Ensure dishes are beautifully plated with attention to color, texture, and garnish.
- Ensuring kitchen and workstations are well-organized to facilitate daily operations and support seamless service.
- Follow mise en place principles—preparing ingredients before service.
- Maintained high standards of hygiene in food preparation and service by following HACCP guidelines and local food safety standards.
- Managed inventory (adhering to FIFO for perishables) and ordering.
- Monitor stock levels of meats, dairy, herbs, and specialty items.
- Ensure proper storage, labeling, and temperature control
- Packaging all food, sweets, vegetables, and fruits, whether inside or outside the refrigerators.

### **Commis | Bartender – 12/2023 to 01/2025**

#### **Ni Café (Kampcatering Restaurants hospitality Company) in ABC malls, Lebanon**

- Serve drinks to tables, ensuring timely and courteous service to enhance the overall dining experience for customers
- Take orders from clients and effectively communicate them to the kitchen staff to ensure prompt and accurate meal preparation.
- Perform general deep cleaning tasks to maintain a hygienic and organized restaurant environment, adhering to health and safety standards
- Prepare all delivery sections in the restaurant, ensuring efficient service for takeout and delivery orders to meet customer expectations
- Take passes from various restaurant sections, including bar, grill, sushi, pastry, salad, and pizza, to facilitate smooth and efficient operations throughout the restaurant
- Conduct general polishing of the restaurant to enhance the overall presentation and cleanliness, creating an inviting atmosphere for guests
- Manage daily opening and closing procedures to ensure the restaurant operates smoothly and efficiently at the start and end of each shift
- Oversee the daily entry and exit of restaurant goods to maintain accurate inventory levels and ensure proper stock management

**Commis | Waiter** – 02/2023 to 08/2023

**Divvy Restaurants**, Lebanon

- Greeted customers and escorted them to their tables, ensuring a warm and welcoming atmosphere
- Set up tables with plates and cigarette trays, preparing the dining area for service
- Presented the menu to customers and provided detailed information regarding portion sizes, ingredients, and food allergies
- Took orders from customers and placed them accurately on the dining tables to ensure smooth service
- Prepared the stations of the restaurant, ensuring all areas were ready for efficient operations
- Conducted deep cleaning of the stations and the refrigerator to maintain hygiene and safety standards
- Prepared sauces for the refrigerator, ensuring freshness and availability for service
- Cleaned all tables in the restaurant, maintaining a tidy and inviting dining environment
- Polished cutlery, forks, and spoons to enhance the presentation and cleanliness of dining utensils

**Commis** – 05/2022 to 07/2022

**Toot Beirut Restaurant**, Lebanon

- Greeted customers warmly and escorted them to their tables, ensuring a pleasant dining experience from the start
- Set up tables with tablecloths, silverware, and glasses, preparing the dining area for service with attention to detail
- Presented the menu to customers and provided comprehensive information regarding portion sizes, ingredients, and potential food allergies
- Took customers' orders for meals and beverages and relayed them accurately to the kitchen to ensure timely preparation and service

**Security Officer** – 05/2021 to 10/2021

**Raouche Arjaan by Rotana Hotel Beirut (Rotana Hotels)**, Lebanon

**Security Officer** – 2020

**Middle East Security company in ABC shopping malls (Verdun branch)**, Lebanon

## Education

**Bachelor's Degree in Business Administration** – 2016 to 2018

**Modern university for business and Science (MUBS)**, Beirut, Lebanon

**Accounting and Informatics** – 2013 to 2016

**Debes Vocational and Technical center**, Beirut, Lebanon

## Skills & Expertise

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| <ul style="list-style-type: none"><li>• Customer Service</li><li>• Table Setting and Presentation</li><li>• Order Taking and Relay</li><li>• Menu Knowledge</li><li>• Food Safety and Hygiene</li><li>• Communication Skills</li><li>• Team Collaboration</li><li>• Time Management</li></ul> | <ul style="list-style-type: none"><li>• Attention to Detail</li><li>• Problem-Solving</li><li>• Multitasking</li><li>• Adaptability</li><li>• Inventory Management</li><li>• Cleaning and Maintenance</li><li>• Conflict Resolution</li><li>• Sales and Upselling Techniques</li></ul> |
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## Languages

**Arabic:** Native | **English:** Fluent