

Sarah Abboud

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Psychology graduate with over 7 years of experience in restaurant operations and team management. Currently working as an Assistant Manager, where I oversee a team of around 15 employees, prepare schedules, interview candidates, train new staff, and support employees as they grow into leadership roles. I'm currently completing an HR Diploma (expected April 2027) and looking to build a career in Human Resources, with a particular interest in recruitment, employee development, and training.

Experience

Assistant Manager, Zaatar W Zeit, Jan 2023 – Present

- Prepare weekly staff schedules based on business needs while keeping labor costs under control.
- Manage and support a team of around 15 employees during daily operations.
- Take part in interviewing candidates and helping select new team members.
- Train and onboard new employees, making sure they understand company standards and procedures.
- Coach team members, give regular feedback, and help them improve their performance.
- Support employees who are preparing for Shift Leader or Assistant Manager roles
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Shift Leader, Zaatar W Zeit, Jun 2022 – Jan 2023

- Prepared daily documentation, including checklists, to ensure smooth operations.
- Addressed customer complaints and resolved issues promptly.
- Oversaw order taking and ticket times to enhance service efficiency.

Professional Development

Internal Training – Zaatar w Zeit

- Accountability: shaping my own experience.
- Effective management coaching (the lighthouse coach).

Skills

- Recruitment & interviewing
- Employee training (both FOH & BOH)
- Employee relations
- Conflict resolution
- Decision making
- Organization & planning
- Time management

Education

- Bachelor's degree in psychology – Lebanese University
 - Human resources & Management Diploma (in progress) - NDU
 - Pastry specialist course – Al Kafaat University, 2023
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