

# FRANÇOIS GHANEM

## Business Management

Zouk Mosbeh, Lebanon  
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*A dynamic and compelling team leader, with a unique blend of skills, responsible to identify, lead, and manage business and employees in several sectors. Excellent listener, highly adaptable, fast learner, committed to maintain highest standards of ethics and business conduct and to communicate effectively with people at all levels.*

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### PROFESSIONAL EXPERIENCE

#### **GFK MRME, Beirut, Lebanon – [www.gfk.com](http://www.gfk.com)**

Operations Team Leader, May 2015 – Present

- Providing market and consumer information that enables the clients to make smarter decisions
- Deliver reports on a daily basis to the clients at the agreed time
- Suggest product and work process improvements to the Production Services of GfK and recommend system/database changes to the supervisor
- Ensure the accuracy of the database and control the quality of its logs
- Create the procedures and the specifications to follow for the execution of projects in the organization, and specify product requirements for operational success
- Support the Division Manager in recruitment and employee related decisions, and in selecting contractors or suppliers
- Delivering of excellent customer service, ensure that they are treated in a professional manner and decide when it is necessary to call a customer in case of doubts
- Perform supervisory and leadership activities
- Motivate the team and observe their work performance
- Coordinate the work of up to 20 employees
- Mentor team members, identify lapses, and conduct training on the job to equip staff with knowledge of developing trends in order to build a highly skilled department
- Developing work schedule and ensuring that members of staff adhere to it for successful implementation
- Assign tasks to team members in such a way that the more pressing tasks are completed first
- Ensure that members of the operations team adhere to company rules and work ethics
- Generate daily, monthly and yearly working outcome reports

#### **MAGIC PLANET, Jeita, Lebanon**

Assistant Store Manager, December 2012 – April 2013

- Assist Store Manager with providing a strong leadership presence and control in store, while ensuring that all customers receive good service and quality merchandise
- Help Store Manager in identifying training needs and providing ongoing training opportunities to the team as needed
- Consistently create a welcoming environment for the customer by greeting and assisting; as well as quickly responding to customer inquiries and needs
- Demonstrate desired behaviors for staff, handling difficult and/or complicated sales, cash management, inventory, and follow-up with customers
- Prioritize, plan, and adjust schedules as necessary to maximize sales
- Ensure all pricing and display are correct at all times

#### **TITANIUM (22) RESTAURANT, Zouk Mosbeh, Lebanon**

Assistant Manager, October 2014 – April 2015

- Effectively manage the restaurant in the absence of the Restaurant Manager
- Provide advice and suggestions to Manager as needed

- Ensure that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standard
- Ensure that all guests feel welcome and are given responsive, friendly and courteous service at all times
- Ensure that all equipment is kept clean and kept in excellent working condition
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner
- Oversee and ensure that restaurant policies on employee performance appraisals are followed and completed on a timely basis
- Consistently review operations and staff to identify any problems, concerns, and opportunities for improvement
- Monitor and maintain the POS System
- Identify employee weaknesses and retrain as necessary

**BEACH BAY RESTAURANT RIMAL, Zouk Mosbeh, Lebanon**

Assistant Manager, May - October 2011/2012/2013/2014

- Ensure that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standard
- Ensure that all equipment is kept clean and kept in excellent working condition
- Consistently review operations and staff to identify any problems, concerns, and opportunities for improvement
- Monitor and maintain the POS System
- Supervising employees
- Overseeing daily operations

**O&C FRESH MARKET, Antelias, Lebanon**

Cash Control Supervisor, November 2011 - March 2012

- Prepare cashier, operations and revenue reports
- Handle voids, returns, cash in/cash out, coupon sales
- Responsible for distributing money to cashiers
- Assist and train cashiers in sales techniques, providing excellent customer service to guests according to company policy, problem solving and daily cash balancing operations
- Ensure that each customer receives outstanding service by providing a friendly environment, and resolve inquiries and issues with them
- Calculate total payments received during a time period, and reconcile this with total sales
- Learn how to do audit (count money for the entire day, combine for bank deposit, organize paperwork)
- Compute and record totals of transactions on a daily basis and recorded data

**LE CHARCUTIER AOUN, Jeita, Lebanon**

Cash Control Supervisor, October 2009 - June 2011

- Handle voids, returns, cash in/cash out, coupon sales
- Responsible for distributing money to cashiers
- Maintain and manage work flow of more than 10 cashiers
- Assist and train cashiers in sales techniques, providing excellent customer service
- Ensure that each customer receives outstanding service by providing a friendly environment
- Calculate total payments received during a time period, and reconcile this with total sales
- Audit
- Compute and record totals of transactions on a daily basis and recorded data
- Monitor cash entry in 12 points
- Generate cash receipt journal report on daily basis
- Count the cash and submit it with related documentation to the Cash Collection Point Supervisor at the end of employees shifts

## **EDUCATION**

### **ARTS SCIENCES & TECHNOLOGY UNIVERSITY IN LEBANON (AUL), Kaslik, Lebanon**

*Master of Business Administration, May 2016*

- GPA 3.91/4

### **ARTS SCIENCES & TECHNOLOGY UNIVERSITY IN LEBANON (AUL), Kaslik, Lebanon**

*Bachelor of Business Administration, May 2013*

- GPA 3.32/4

### **LYCÉE DE JOUNIEH, Haret Sakher, Lebanon**

*Baccalaureate Sociology Economy, August 2009*

## **LANGUAGES**

- English: spoken, written and read fluently
- French: spoken, written and read fluently
- Arabic: Native language

## **ADDITIONAL SKILLS**

- Microsoft Word, PowerPoint, Outlook, Excel, Access
- Software Knowledge: SPSS, CT Serve, Omega, Brains, Jira, Evogenius Monitoring, Evogenius Reporting, Anaconda Navigator