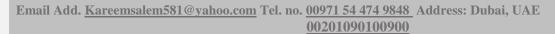
Kareem Gamal Salem

Professional with multi-outlet experience, proven success leading startup, turnaround and high-growth operations; and strengths in building cohesive, customer-centric teams. High-energy F&B professional with history of achieving record-setting P&L gains.





PERSONAL DATA:

Nationality: Egyptian
Date of Birth: 30 October 1988

Marital Status: Single UAE Driving License: Valid

EDUCATIONAL ATTAINMENT:

Bachelor of Tourism and Hotel, Tour guide Dep.

Computer and Competencies:

Microsoft Office Suites Word, Excel and Access. Experienced in using of Software, ISZSOFT (ERP FOR POS AND PRODUCTION), FOCUS RT. Software Squirrel.

PROFESSIONAL SUMMARY:

Seek relevant and challenging position in a Vibrant challenging Environment where my current qualifications and ambitions would be an asset to the organization. The job should offer the opportunity for the personal growth through skill acquisition and job enrichment.

HIGHLIGHTS:

Languages Spoken: English Fluent (Written and Spoken), Arabic - Mother tongue

Social Skills: Excellent Telephone etiquette & self-correspondence skills, Ability to quickly build a picture of customer's personal circumstances and needs. Strong negotiating, counseling, and problem solving skills. Professional Skills: Values Ethical Standard, and Courteous towards all coworker irrespective of Company positions.

WORK EXPERIENCE:



SLICE AND MIX Jumeirah St Dubai, UAE April 2020 to Present

Position: Restaurant Manager Duties and Responsibilities

☐ Planning and overseeing new marketing initiatives	
☐ increasing the value of current customer while attracting new on	ies
☐ Finding and developing new markets and improving sales	
\square developing goals for the development team and business growth	and
ensuring they are met	
☐ Training personnel and helping team members to develop their s	kill
□ overseeing the development of marketing literature	
☐ Developing growth, strategies and plans	



ON THE WOOD Jumeirah' Branch December 2018 – February 2020

Position: RESTAURANT MANAGER
Duties and Responsibilities

Duties and Responsibilities
☐ Coordinate daily Front of the House and Back of the House restaurant operations
☐ Deliver superior service and maximize customer satisfaction
Respond efficiently and accurately to customer complaints
☐ Regularly review product quality and research new vendors
□ Organize and supervise shifts
☐ Appraise staff performance and provide feedback to improve productivity
☐ Estimate future needs for goods, kitchen utensils and cleaning products
☐ Ensure compliance with sanitation and safety regulations
☐ Manage restaurant's good image and suggest ways to improve it
☐ Control operational costs and identify measures to cut waste
☐ Create detailed reports on weekly, monthly and annual revenues and
avnances

TRAINING AND CERTIFICATE:	☐ Promote the brand in the local community through word-of-mouth and
Edoughal montal and by Dalai Manisia alita	restaurant events
Food watch workshop by Dubai Municipality June 2019	☐ Train new and current employees on proper customer service practices
June 2010 Bachelor of Hotel and Tourism,	4 .18
Tour guide (dep.)	ON THE WOOD Jumeirah' Branch
Aug. 2013 Customer Mania Training Course (Americana Training Center)	December 2017 – December 2018
Oct. 2013 H.W.W.T _ Fish Philosophy_	On The Wood & Advisor Internet
C.H.A.M.P.S (E.T.C).	Position: ASSISTANT RESTAURANT MANAGER
Dec. 2103 Food Safety and Personal	Duties and Responsibilities
hygiene Training (MERIT) Dubai Municipality	☐ Research new wholesale food suppliers and negotiate prices
muncipuny	☐ Calculate future needs in kitchenware and equipment and place orders, as
	needed
	☐ Manage and store vendors' contracts and invoices ☐ Coordinate communication between front of the house and back of the
	house staff
	☐ Prepare shift schedules
	Supervise kitchen and wait staff and provide assistance, as needed Vary detailed assistance of deity was bloomed assistance.
	☐ Keep detailed records of daily, weekly and monthly costs and revenues☐ Arrange for new employees' proper onboarding (scheduling trainings and
	ordering uniforms)
	☐ Monitor compliance with safety and hygiene regulations
	Gather guests' feedback and recommend improvements to our menus
	LOUZAN GROUP OF CO.,
	January 2017 – December 2017
	CAVALLO COLLECTION
	Abu Dhabi – Marina Mall
	DAYALLE CONTROL OF CON
	Position: SENIOR SALES ASSOCIATE Duties and Responsibilities
	2 and a reaponate and a
	☐ Greeting customers, responding to questions, improving engagement with
	merchandise and providing outstanding customer service. □ Operating cash registers, managing financial transactions, and balancing
	drawers.
	☐ Achieving established goals
	☐ Directing customers to merchandise within the sore☐ Increasing in store sales
	☐ Superior product knowledge
	☐ Maintaining an orderly appearance throughout the sales floor
	☐ Introducing promotions and opportunities to customer
	Cross-selling products to increase purchase amount
	AMERICANA COMPANY (Pizza Hut Chain) Dubai UAE
	March 2013 – June 2016
	Position: ASSISTANT RESTAURANT MANAGER Duties and Responsibilities
	Dunes una Responsibumes
	☐ Overseeing and managing all areas of restaurant and making final
	decisions on matters of importance to guest service Ensuring that the outlet operations and brand guidelines are adhered to as
	required by the company and the franchise standards
	\square Analyzing and planning restaurant sales levels and profitability
	Preparing reports, including staff control, food control and sales
	☐ Managing and supervising staff and providing them with feedback☐ Holding daily staff briefing as well as monthly staff meetings
	☐ Conducting necessary food quality checks on a daily basis to ensure
	consistency
	☐ Supporting the training of new staff members ☐ Scheduling, staffing and organizing the work and workers
	☐ Scheduling, staffing and organizing the work and workers ☐ coordinating the entire operations of restaurant during scheduled shifts
	☐ Ensuring that all employees adhere to the company's uniform standards

☐ Meeting and greeting customer and advising them on the menu choices ☐ Maintaining a professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standard.
INTERCONTINENTAL HOTEL HURGHADA EGYPT ITALIAN RESTAURANT March 2011 – January 2013
Position: SHIFT SUPERVISOR Duties and Responsibilities
 □ Monitoring daily employee performance □ Ensuring customer satisfaction □ Managing employee schedules □ Manage daily schedules, employee shifts, and time-off requests □ Assign duties to employees and oversee their progress □ Provide guidance and feedback to employees when needed □ Ensure industry rules and regulations are followed □ Handle customer and employee complaints □ Resolve conflicts between employees
AREAS OF EXPERTISE:
Opening Team Business Action Plan Local Store Marketing Handling Customer Complaints Ensure Customer Satisfaction P&L strategy and food cost handling Training for new joiner (managerial positions)
Declaration:
I hereby declare that the information furnished above is true to the best of my knowledge.
KAREEM GAMAL SALEM APPLICANT