

# 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.

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## 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 co-worker 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 ones
- ☐ Finding and developing new markets and improving sales
- ☐ developing goals for the development team and business growth and ensuring they are met
- ☐ Training personnel and helping team members to develop their skills
- ☐ 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

- ☐ 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 expenses

## **TRAINING AND CERTIFICATE:**

*Food watch workshop by Dubai Municipality  
June 2019*

*June 2010 Bachelor of Hotel and Tourism,  
Tour guide (dep.)*

*Aug. 2013 Customer Mania Training  
Course (Americana Training Center)*

*Oct. 2013 H.W.W.T \_ Fish Philosophy \_  
C.H.A.M.P.S (E.T.C).*

*Dec. 2103 Food Safety and Personal  
hygiene Training (MERIT) Dubai  
Municipality*

- ☐ *Promote the brand in the local community through word-of-mouth and restaurant events*
- ☐ *Train new and current employees on proper customer service practices*



**ON THE WOOD**  
Jumeirah' Branch  
December 2017 – December 2018

**Position: ASSISTANT RESTAURANT MANAGER**  
**Duties and Responsibilities**

- ☐ *Research new wholesale food suppliers and negotiate prices*
- ☐ *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*
- ☐ *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

**Position: SENIOR SALES ASSOCIATE**  
**Duties and Responsibilities**

- ☐ *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 store*
- ☐ *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**

- ☐ *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*
- ☐ *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*
- ☐ *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**