

Tony Eshak
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PERSONAL SUMMARY

A energetic, talented and driven operations manager with a real passion for delivering a first rate service to guests and maintaining excellent relationships with them to encourage repeat business. Having a proven track record of running successful operations that nurture and grow the business, cut costs whilst at the same time maximizing profits. Possessing the experience and initiative to further bolster a hotel's reputation and commercial success.

Looking to join a reputable and exciting hotel group where I can progress quickly and have the opportunity to develop an enviable career profile.

CAREER HISTORY

Pre-opening – Food and beverage project manager

Interact - Cateriya Hospitality – Dubai – June /2021 – April / 2022

- Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards
- Preserve excellent levels of internal and external customer service
- Design exceptional menus, purchase goods and continuously make necessary improvements
- Identify customers' needs and respond proactively to all of their concerns
- Lead F&B team by attracting, recruiting, training and appraising talented personnel
- Establish targets, KPI's, schedules, policies and procedures
- Provide a two-way communication and nurture an ownership environment with emphasis in motivation and teamwork
- Comply with all health and safety regulations
- Report on management regarding sales results and productivity

UAE UNIVERSITY – ABU DHABI – AL AIN CITY 2010 - 2021

Elite Restaurants Management company

Operations Manager - September 2010 – 03/02/2021

overseeing a team of staff and take responsibility for the smooth running of the operations over all AL AIN brunch, its occupancy levels and also its profitability. In overall charge of daily operations of all departments, from the laundry service all the way through to organizing corporate hospitality.

Duties:

- Effectively managing the daily operations of the brunch.
- Making sure that guests have a good first and last impression of the restaurants.
- Setting sales targets for staff and monitoring them to ensure that they are met.
- Recruiting staff, training them up and then monitoring their performance.
- In overall charge of a busy food and beverage operation.
- Engaging and motivating staff to do better.
- Constantly focusing on profitability and growth.
- Striving to create a relaxing and welcoming ambience for customers.
- Identifying other revenue stream opportunities.
- Organizing conferences, wedding receptions and banquets.
- Launching local publicity campaigns and attending networking events.
- Making sure presentation, recipes and services are consistent throughout the brunch.
- Demonstrating visible operational leadership and management to the company staff.
- Managing 8 locations within UAEU (United Arab emirates university) , higher college of technology restaurants , AL NOUR Hospital catering

Dubai Marine Beach Resort & Spa

Restaurant Manager – February 2009 – September 2010

- Working as a Restaurant General Manager
- Managing and controlling day to day operations
- Organizing the live entertainment program
- Market research and menu planning
- Sales & Marketing for the daily operations and special events
- Driving the guest satisfaction to the Maximum
- Achieving the yearly budget
- Looking after the restaurant team and the staff satisfactions

AL Bustan Rotana Hotel – Dubai sep 2005 – Jan 2009 Ass.Restaurant Manger

- Responsible of the day to day operation of the restaurant
- Basic service training for all the dining staff within the restaurant
- Skilled in developing and implementing standardized policies and procedures consistently exceed sales goals.
- Responsible for the food and beverage administration and expenses control within the restaurant

J.W Marriott Hotel – Dubai

Restaurant Supervisor - April 2003 – September 2005

- Responsible for the successful and smooth operations within the restaurant
- Associates Management & Developments
- Planning for food and beverages promotions
- Implementing of all policies and brand standards
- Responsible of the daily 15 minutes' staff training to maintain and improve the standards
- Prepare the staff schedule and the attending sheet for the monthly payments
- Overview of service standards by monitoring the monthly guest satisfactions survey & Guest loyalty
- Experienced in handling customers and associates needs by presenting the highest result of customer and associate satisfactions scores

Al Khaleej Palace Hotel – Dubai

Outlet in-charge – December 2000 – April 2003

- Responsible for the daily operations
- Reporting directly to the food and beverage manager
- Basic service training for the staff
- Insure the maximum guest satisfactions
- Team player working full time on the floor

Metro Super Store – Lebanon

Salesman – January 1999 – December 2000

AL Fardoos Casino and Restaurant – Lebanon

Head Waiter – January 1998 – January 1999

Port Emilio Hotel – Lebanon

Captain waiter – September 1997 – September 1998

Casino Mhanna – Lebanon Waiter – January 1996

PROFESSIONAL EXPERIENCE

Competencies:

- Experience of looking after babies' right through to young teenagers.
- Promoting a culture of continuous improvement throughout the hotel.
- Knowledge of health & safety regulations, food safety, licensing laws and cash handling.
- Having a solid understanding of all hotel functions.
- Ability to identify, understand and give priority to urgent issues.
- Familiar with financial reporting systems including cost control, stock management and P&L.
- Planning ahead whilst at the same time organizing short term activities.

Education and training:

- Three years' study in the Lebanese university of law
- Baccalaureate certificate – Syria – High school
- Computer skills (word, power point, excel, internet, etc)
- Developing you, developing other training (J.W Marriott Hotel) 2005
- Crisis management training (J.W Marriott Hotel)2004
- Foundation in food hygiene (J.W Marriott Hotel) 2004
- Effective training skills (Renaissance Dubai Hotel) 2004
- Dynamic teams training (J.W Marriott Hotel) 2004
- Essential skills (Marriott International training) 2003
- 7 Habits of high effective people training (J.W Marriott Hotel)
- Cross training in banquet operations (breakfast – lunch – gala dinner – outside catering)
- Knowledge of micros POS system

Personal:

- Possessing a friendly personality and charisma to connect with a diverse clientele.
- Doing everything with the hotel customers in mind.
- Excellent presentation skills.
- Hospitality background.
- Adaptable and having a hands-on approach to running the operation.
- Having a tenacious and 'can do' attitude.
- Spotting opportunities before others.
- Entrepreneurial mindset.
- Able to deal calmly with challenging situations.
- Self-motivated and having a pro-active mindset.

▪ **KEY COMPETENCIES AND SKILLS**

Financial acumen
Business management
People skills
Attention to details
Commercially aware
Guest satisfaction
Influencing skills
Event management
Managing budgets
Self-motivated
Cost control
Optimizing performance

Personal Information :

- **Birth Date: 18-07-1978**
- **Gender: Male**
- **Marital status: Married**
- **Nationality: Syrian**
- **Language: Arabic & English**

Objective: obtain managerial position in five-star company

Target job: Employee – Full time

Target Company: large – five-star chain company

Reference: available on request