

Curriculum Vitae

Hussien Kamel Noureldin Hassan

PERSONAL DATA



Current Location: Bahrain

Nationality: Egypt

Date of Birth: 29-October-1987

Civil Status: Married

Languages Spoken: English, Arabic

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WORK EXPERIENCE

Yum Yum Tree Food Court, Adliya, Bahrain
Restaurnat Manager

2017 - present

Duties and responsibilities:

- dealing with customer complaints and comments;
- addressing problems and troubleshooting;
- planning and organizing supplies, catering and other restaurant services;
- supervising maintenance, supplies, renovations, and furnishings;
- dealing with contractors and suppliers;
- COSHH Regulation to New Coworkers, HACCP Implement and paper control
- Typically, directly supervising the employees at the restaurant, including all department heads. Indirectly supervises all personnel.
- Carrying out operational responsibilities in accordance with the Company's policies, training programs, and applicable laws. Responsibilities include recruiting, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems
- promoting and marketing the business;
- managing budgets and financial plans as well as controlling expenditure;
- setting and achieving sales and profit targets;
- recruiting, training and monitoring staff;
- planning work schedules for individuals and teams;

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Hardee's Restaurants LLC, Kuwait
Restaurant Manager

2014 - 2017

Duties and responsibilities:

- Attracts patrons by developing and implementing marketing, advertising, public and community relations programs; evaluating program results; identifying and tracking changing demands
- Maintains patron satisfaction by monitoring, evaluating, and auditing food, beverage, and service
- Accomplishes restaurant and bar human resource objectives by recruiting, selecting, orienting, training, assigning
 - Oversees and supervises daily operations of the restaurant;
 - Prioritizes, schedules assigns, trains, reviews and evaluates assigned restaurant staff;
 - Participates with the operation management team to originate, plan, develop and implement long and short term goals;
 - Monitors integrity of restaurant operation and the provision of services;
 - Delegates and oversees bartending, kitchen supervision and table service duties;
 - Prepares annual restaurant budget estimates, requests, and final budget proposal;
 - Develops and implements advertising and marketing strategies for restaurant set menus;
 - Resolves routine problems encountered in the performance of work assignments;
 - Performs other related duties as assigned.
- Develop home delivery plans, coordinate with the home delivery management team to accomplish the set objectives, analyses the impact of HD as an additional service on the sales target.

Titanic Resort & Aqua Park, Hurghada, Egypt
Supervisor and Receptionist

2012-2014

Duties and responsibilities:

- Greet and seat guests, and present menus and wine lists.
- Resolve customer complaints regarding food service.
- Train workers in food preparation, and in service, sanitation, and safety procedures.
- Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups.
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
- Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.
- Control inventories of food, equipment, small ware, and liquor, and report shortages to designated personnel.
- Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety.
- Perform personnel actions, such as hiring and firing staff, providing employee orientation and training, and conducting supervisory activities, such as creating work schedules or organizing employee timesheets.
- Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems.
- Record production, operational, and personnel data on specified forms.
- Develop equipment maintenance schedules and arrange for repairs.
- Perform various financial activities, such as cash handling, deposit preparation, and payroll.

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- Purchase or requisition supplies and equipment needed to ensure quality and timely delivery of services.
- Forecast staff, equipment, and supply requirements, based on a master menu.
- Compile and balance cash receipts at the end of the day or shift.
- Conduct meetings and collaborate with other personnel for menu planning, serving arrangements, and related details.
- Present bills and accept payments.

Caribbean Bar, Hurghada, Egypt
Captain Waiter/Service

2008-2010

Duties and responsibilities:

- Takes and checks bookings and receives payment for food and beverage.
- Takes orders and delivers to the customer, cleans and clears tables and performs supplementary duties in kitchen functions.
- Check customers' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.

Dispenses alcoholic and non-alcoholic beverages at the request of the waiting staff or customer's order.

- Escort customers to their tables.

Describe and recommend wines to customers.

Bring wine selections to tables with appropriate glasses, and pour the wines for customers.

- Work according to the instruction given or work schedule
- Report any work, wearing a clean uniform at all times
- Have a full understanding of the restaurant's operation policies and procedures
- Participation in staff training and another program
- Maintaining a good teamwork relationship with staff
- Maintaining a high standard of personal appearance and hygiene at all times
- Fare welling guests.

EDUCATION

2010-2011 – Faculty of Tourism and hotels - Minia University, Egypt
Tourist Guidance Dept.

Training:

- Technical training seminars
- High school diploma
- Hazard Analysis Critical Control Point – First Level
- Service Techniques
- Mise En Place
- Food, Beverages, Non-Alcoholic and Cocktail Training
- Efficiency in using the Internet, Doc flow, business object (BO), SDM system. ICDL certificate
 - Achieving the highest performance in training in Hardees restaurant
 - Training for the new staff in Hardee's franchise as a part of tasks to MOD
 - Work on training programmer for the management promotion to promote the potential staff to supervisor for almost 3 staff in Hardees franchise

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SYSTEMS

Microsoft Office (Word, Excel, PowerPoint); MICROS Systems for Restaurant. Front desk training, COMSYS systems, Coaching & Mentoring Seminar for Bahrain Institute of Hospitality & Retail. Delivery Systems.

INTERESTS

Extensive knowledge of food and beverages,
Good personal presentation / interpersonal skills & good command of English.
Fowling High International World Standards in five-star Hotels