



AKEF AL KHATEEB

HOTEL MANAGEMENT

OBJECTIVE

Highly accomplished visionary Executive with domestic and international experience in Consultancy and Operations, Food and Beverage Management, Restaurant Management, Catering Services Management, operations management and strategic planning with both startup and growth organizations. Results-oriented, decisive leader, with proven success and experiences. Certified ISO and HACCP Auditor (Hazard Analysis and Critical Control Point)

Project consultation which included electromechanical drawings, kitchen layout dining design, equipment purchasing, marketing plan, budgeting for one year, recruitment, survey. I have been done 100 projects for hotels and 250 outlets between restaurants and central kitchen for catering companies.

EDUCATIONAL HISTORY

Diploma in Hotel Management

Amman College -Jordan

PERSONAL QUALITIES

- ◆ Enthusiastic, hard working, well organized and able to prioritize.
- ◆ Able to meet deadlines - self-starter.
- ◆ Able to work with others, and willing to contribute to team
- ◆ A team player who is capable of working on my own initiative
- ◆ Adaptable and flexible with a positive attitude to change
- ◆ Ability to analyze and think logically

LANGUAGES

English	<div style="width: 100%; height: 10px; background-color: #003366;"></div>
Arabic	<div style="width: 100%; height: 10px; background-color: #003366;"></div>
Spanish	<div style="width: 70%; height: 10px; background-color: #003366; background-image: linear-gradient(to right, #003366, #009999);"></div>

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PERSONAL INFORMATION

- Nationality : Jordanian
- Place & Date of birth : 17 / 08 / 1976
- Marital Status: Married

SKILLS SUMMARY

- Microsoft Office
- Restaurants operations
- Catering operations
- Inventory Management
- Management & Office Procedures
- Ability to work under pressure
- Good time management and prioritization skills
- Sales Channels
- Customer / Guests Relations Management
- Well organized, disciplined and self managed
- EXECUTIVE MANAGEMENT
- F & B Management , Hotel & Restaurant Management , Catering

WORK EXPERIENCE

BIAT ALBAHER Restaurants As General Manage Dubai (BEACH HOUSE,MAZOLOGY LOUNG,BIAT1971)

Nov 2012 - 2021

Achievement Serving his Highness Sheikh Mohammed bin Rashid Al Maktoum.

responsible for managing the daily operations of our restaurant, including the selection, development and performance management of employees. In addition, they oversee the inventory and ordering of food and supplies, optimize profits and ensure that guests are satisfied with their dining experience. The General Manager reports to the Regional Vice President.

ESSENTIAL FUNCTIONS :

Primary responsibilities include:

General

- ◆ Oversee and manage all areas of the restaurant and make final decisions on matters of importance.

Financial

- ◆ Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility and labor costs.
- ◆ Responsible for ensuring that all financial (invoices, reporting) and personnel/payroll related administrative duties are completed accurately, on time and in accordance with company policies and procedures.

Food safety and planning

- ◆ Enforce sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas. Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.
- ◆ Responsible for ensuring consistent high quality of food preparation and service.
- ◆ Maintain professional restaurant image, including restaurant cleanliness, proper uniforms, and appearance standards.
- ◆ Estimate food and beverage costs.
- ◆ Work with Corporate office staff for efficient provisioning and purchasing of supplies.
- ◆ Supervise portion control and quantities of preparation to minimize waste.
- ◆ Estimate food needs, place orders with distributors, and schedule the delivery of fresh food and supplies.
- ◆ Must be ServSafe certified.
- ◆ Will uphold all ServSafe guidelines.
- ◆ Guest service : Ensure positive guest service in all areas.
- ◆ Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.

Operational responsibilities

- ◆ Ensure that proper security procedures are in place to protect employees, guests and company assets.
- ◆ Ensure a safe working and guest environment to reduce the risk of injury and accidents. Completes accident reports promptly in the event that a guest or employee is injured.
- ◆ Manage shifts which include: daily decision making, scheduling, planning while upholding standards, product quality and cleanliness.
- ◆ Investigate and resolve complaints concerning food quality and service.

Personnel

- ◆ Provide direction to employees regarding operational and procedural issues.
- ◆ Interview hourly employees. Direct hiring, supervision, development and, when necessary, termination of employees.
- ◆ Conduct orientation, explain the Whiskey Creek Philosophy, and oversee the training of new employees.
- ◆ Develop employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews.
- ◆ Maintain an accurate and up-to-date plan of restaurant staffing needs.
- ◆ Prepare schedules and ensure that the restaurant is staffed for all shifts.

Community Involvement

- ◆ Provide strong presence in local community and high level of community involvement by restaurant and personnel.

PERSONAL :

- ◆ Self-discipline, initiative, leadership ability and outgoing.
- ◆ Pleasant, polite manner and a neat and clean appearance.
- ◆ Ability to motivate employees to work as a team to ensure that food and service meet appropriate standards.
- ◆ able to handle the pressures of simultaneously coordinating a wide range of activities and recommend appropriate solutions to restaurant problems.
- ◆ possess good communication skills for dealing with diverse staff.
- ◆ Ability to coordinate multiple tasks such as food, beverage and labor cost while maintaining required standards of operation in daily restaurant activities.
- ◆ Ability to determine applicability of experience and qualifications of job applicants.

SUPERVISION OF OTHERS :

- ◆ 125+ employees each shift

WORKING CONDITIONS :

- ◆ Ability to perform all functions at the restaurant level, including delivery when needed.
- ◆ Position requires prolonged standing, bending, stooping, twisting, lifting products and supplies weighing 45 pounds, and repetitive hand and wrist motion.
- ◆ Work with hot, cold, and hazardous equipment as well as operates phones, computers, fax machines, copiers, and other office equipment.

Al Habtoor Catering Delight General Manager

AL HABTOOR VALTRANS(Group), Dubai

June 2007 - Nov 2012

Achievement handling one of the biggest operation in the United Arab Emirates.

Al Habtoor Catering Delight part of Val trans.

Val trans is a Transportation Systems and Services company specializing in delivering transportation solutions in the Gulf Region with over 2500 employees.

Job Description:

- ◆ Responsible for overall operations of the catering services in the camps for all Val trans employees. And clients like middle sex university and federal food and first security group.
- ◆ Estimating cost of food and beverage, and requisition or purchase supplies.
- ◆ Running the catering service in line with strict hygiene, health and safety guidelines.
- ◆ Directing the overall operations of menu planning and all menu recipes.
- ◆ Managing stock control and budgets.
- ◆ Providing extensive training to newly hired staffs and enhanced training to current staffs.
- ◆ Recruiting staff and organizing shift patterns.
- ◆ Developing the catering business and preparing quarterly and yearly business plan.
- ◆ Train and schedule staff to work events.
- ◆ Provide overall direction, coordination, and ongoing evaluation of operations.
- ◆ Ensures compliance with internal controls and procedures including meeting budget and financial performance.

Regional Manager

PICARDE CAFÉ & RESTAURANT, GCC

Dec 2004 - June 2007

Picardo Café is a member of Human-Soft company and under the New Horizon in the UAE. Providing all food services to mostly students, faculties and staff of the whole Human-Soft Group of Companies. Serves as Regional Manager for all branches in all GCC countries.

Job Description:

- ◆ Manage Source through different countries.
- ◆ Responsible for overall operations of the café and restaurants.
- ◆ Estimating cost of food and beverage, and requisition or purchase supplies.
- ◆ Inspecting the premises to ensure in maintaining health, safety and sanitation regulations.
- ◆ Directing the overall operations of menu planning, bar and banquet activities, staffing functions, and interact with customers and vendors.
- ◆ Responsible for all menu recipes of the restaurant and its daily plan.
- ◆ Overseeing staffing of kitchen and dining room operations.
- ◆ Implementing and maintaining Picardo's standards for personnel performance service to customers, menu rates, and advertising and publicity.
- ◆ Providing extensive training to newly hired staffs and enhanced training to current staffs.

Operations Manager

BEIRUT RESTAURANT, UAE

Feb 2003 - Nov 2004

Serves as Operations Manager for five branches of the restaurant & for catering services in the UAE.

Job Description:

- ◆ Managing all the operations of the restaurant comprising the catering services and food services.
- ◆ Making quotations for all catering functions.
- ◆ Handling the cost-control for the whole catering functions and restaurant merchandises.
- ◆ Implementation of system and high standard of extending services to the customers making Beirut restaurant a five-star restaurant.
- ◆ Establishing the restaurant's system including hiring manpower and handling other operations (equipment purchasing, inventory & cost control etc.)
- ◆ Implementing strategic techniques to increase the sales.
- ◆ Preparation of quarterly, semi-annual and annual planning.

Executive Manager

Red Sea International, Libya

2003 to Nov 2004

Serves as Executive Manager for catering services as part of group of companies mainly dealing with off-shore catering activities.

Job Description:

- ◆ Establishing this branch for catering services as well as opening business opportunity in Libya.
- ◆ Finishing the camps system including hiring manpower and handling other operations (equipment purchasing, inventory & cost control etc.) .
- ◆ Managing the catering services performed in several offshore oil companies like Schlumberger, Weatherford, and Total.
- ◆ Handling the cost control and the budget and organizing the menu program.
- ◆ Preparation of contracts.
- ◆ Responsible for assigned shift, assisting in overall management.
- ◆ Overall supervision of the department
- ◆ Check staff punctuality.
- ◆ Examine food preparation and beverage presentation
- ◆ Delegating tasks to employees and making sure they are carried out accordingly.

F & B Manager

ARAC HOTEL AND RESORT, KSA

May 2002 - Jan 2003

Served as F&B Manager handling around 115 staff working in seven outlets.

1. Al Marsa, main restaurant serving continental food.
2. Italian Restaurant near the Beach area serving 25 different kind of Italian cuisine.
3. Al Areca, Fast Food restaurant near the beach serving snacks, ice creams, shawarma, corn, etc.
4. Al Sterha, Ladies Health Club Coffee shop
5. Al Rhah, Men Health Club Coffee Shop
6. Titanic, Child Playing Area Coffee Shop
7. Room service, 24-hours - 7 days a week.

Job Description:

- ◆ Preparing business activity plan for each outlet.
- ◆ Preparing strategic plans and goals program
- ◆ Delegating and controlling the expense budget throughout the year.
- ◆ Administering efficient and accurate administration process in meeting statutory, legal and internal requirements.
- ◆ Recruiting F&B staff and maintaining staff costs and development plans.
- ◆ Providing extensive training for trainer and staff.
- ◆ Responsible for ensuring smooth operations.
- ◆ Plan weekly duty roster to ensure optimum and fair use of manpower.
- ◆ Ensures compliance with internal controls and procedures including meeting budget and financial performance.
- ◆ Responsible for compliance with any regulatory requirements including liquor license.
- ◆ Work with staff from Kitchen and other departments to deliver quality service.
- ◆ Provide on-going training and development to all team members.
- ◆ Menu planning to collaborate on the development of new standardized menu, contributing to item, pricing and design changes.

Banquet Operations Manager and Outlet Manager

SHERATON HOTEL, Amman, Jordan

Mar 2001 - May 2002

Served as Banquet Operations Manager and Outlet Manager handling more than 15 permanent staff plus casual.

Job Description:

- ◆ Coordinating functions, parties, and activities with other department heads as appropriate.
- ◆ Managing and planning when hosting parties.
- ◆ Planning the budget for the functions.
- ◆ Controlling of operating costs.
- ◆ Managing the staff and maintaining the quality of work and service.

Banquet Supervisor, In-charge of Operation

DIPLOMAT HOTEL MERIDIAN, Bahrain

Achievement prepares for the wedding for his highness King. Hamad bin Isa Al Khalifa the king of Bahrain.

Job Description:

- ◆ Coordinating with the client for his function.
- ◆ Providing Extensive training for the staff.
- ◆ Planning for the functions, making stock requisition.
- ◆ Controlling high standard of customer service for the function.

REFERENCES

Furnished upon Request.