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KHALED SHAYYA

OBJECTIVE

To obtain a General Manager position where I can showcase my management skills, bring fresh, new ideas to the company, and continue to develop my managerial experience in the hospitality Industry.

SUMMARY OF QUALIFICATIONS

July 20, 2013- Present Director of International Business Development Zico Autoentsorger Gmbh

Responsible for a sales team of 18 employees including two managers.

Increased sales by 3% in the first quarter of employment

Conduct daily meeting with staff to insure sales goals are followed.

Follow up with clients on a daily bases to ensure product satisfaction and customer service.

Report to company owners on a daily bases regarding progress of work.

October 24, 2012-July14, 2013 Directing Manager Zad National LTD. Jeddah-KSA

Setting the structure of the company by defining the legal responsibilities, Vision Statement and mission statement. Developed a strategy and direction of the company. Created a very successful team work between the departments with ongoing daily meeting to enhance the communication. Was able to negotiate and sign two Master Franchise agreements under Zad

National and successfully opened two restaurants.

Responsible for the day-to day running of the business with a particular emphasis on sales and business development. Making sure that the business continues to grow by way of developing new clients whilst maintaining its existing customer base.

**2007 -May 11, 2012 Assistant General Manager
Raleigh-Cary Courtyard**

Assist General Manager in leading the development and implementation of property and brand strategy initiative. Assist General Manager in researching and analyzing new products, pricing and services of competition. Empowered my team of 52 employees to achieve operational excellence and provide excellent customer service. Also conducted Daily staff meetings to ensure all policies and operating procedures are implemented. Achieved the silver Award by Marriott International for increasing Guest Satisfaction Scores by 10 points within the first six months as an Assistant General Manager. As Assistant General Manager I was able to maintain profit margins without compromising guest satisfaction. I worked alongside the Sales Team to increase revenue and open new accounts.

**2005-2007 Assistant Food and Beverage Manager
Raleigh Crabtree Valley Marriott**

Assisted the Restaurant Manager and the Food & Beverage Manager in the coordination of activities of the staff to deliver quality products and service to restaurant customers. Trained new restaurant staff and created procedure manuals on service and quality standards. Responsible for 23 restaurant staff understanding of brand standards, philosophy and specific position processes. Ensured all reports are properly certified and trained in their respective positions, and that all training and certification materials are up-to-date and maintained. Implemented Quality Assurance program about the importance of quality control for foods, wines, Spirits and customer service, on top of having the latest food and beverage knowledge. Reduced hotel food, beverage and labor costs by an average of 24% and improved guest satisfaction scores significantly 22%

**2003-2005 Restaurant, Bar and Room Service Manager
Raleigh Crabtree Valley Marriott**

Responsible for daily operations in the Restaurant-Bar & Room Service. I worked closely with guests to obtain feedback on food quality and service in an effort to improve service performance. I worked diligently to ensure guest and associate satisfaction while maintaining the operating budget

EDUCATION

American University of Science and Technology
1999-2001 Business Management

Wake Technical Community College Raleigh North Carolina
2001-2003 Hotel Management (Awarded an Associate Degree Graduated with GPA 3.75)
2001-2003 Restaurant Management (Awarded Associate Degree Graduated with GPA 3.75)
Achieved the Deans List two semesters for having a GPA 4.0

Connect-U University Courtyard by Marriott International - 2009
Courtyard Fundamentals-Business Management-Strategic Alignment

SKILLS / CERTIFICATIONS / LANGUAGES

Excel / PowerPoint / Word

LMS (Labor Management System)

Blue Cube (Payroll System Courtyard by Marriott)

People Soft

PMS (Property Management System)

MICROS

MARRPAY / CASPER (Accounting and Payroll System)

FOSSE

Serve Safe certified

TIPS Certified

First Aid Certified

Arabic (Read and Write fluently)

English (Read and Write fluently)

Spanish (Currently enrolled in Spanish Classes)