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**Name:** William

**Middle name:** Charbel

**Last name:** Akiki

**Age:** 1989 June 5

**Nationality:** Lebanese

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**Contact:**

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**Education:**

**2009:Mgr. kortbawi (**hospitality management ,3 years accomplished ) in cooperation with the institute of Paul Bocuse France-Lyon

**2006:** secondary school of ghazir (high school)

**Experiences:**

**2015-2016**: **(6 months upon owners request)** floor manager - (f&b) at “fouad al roumiyeh” , oriental concept serving Lebanese traditional food , expanded for 700 seats – Lebanon, kley’aat.

**2015: (8 months):** supervis, shift leader - (F&B) at “Byblos sur mer” in intercontinental hotel, IHG company [U.A.E. , abu dhabi]

**2014-2015: (1 year and 2 months)** Pop burger restaurant, (f&b) branch manager, [ Lebanon ]- a fast food concept expanded for 130 seats.

Job describtion:

-checkup the tables setup, the tables of services and ensure that captains are doing their job very well

-daily check list , done at morning ; including: stuff and schedule/ maintenance/ cleanness of the situation and ensure that stuff are using HACCP rules/ coolers and refrigerators temperature/ goods received from stock upon command letter done on daily basis).

-Handling stuff problems and solving them (doing reports on a daily basis), actions are done after my cooperation with my HOD ) head of departement)

-Control and manage the cost and avoid to waste goods and items.

-Boosting the name of the restaurant using the social media- advertisings and flyers.

-create monthly meals to attract the eyes of guests and increase the target of sales.

-Greetings arrival guest in a professional way (upon company brand and standards)

- having a good attitude and good spirit between managers and staff (friendly limited relation under one title: TEAM WORK)

-reading e-mails, preparing a to do list and get quotations from suppliers

-Scheduling- team building

-supervision, follow up staff, upselling items, boosting our menu.

-closing, checking cleanness & setup of the restaurant, preparing order list, and refill fridges using FIFO.

-Briefing, motivating staff and value for their work, encourage them using positive points and remarks and talk with problems and cases done in the latest shifts.

**2013-2014:** **(1 year )** own business ,

Owner of “zaytuna” snack expanded for 50 seats , serving fast foods sandwiches and platters with a classified bread receipe freshly baked on a traditional grill called “saj” served with secret dips receipe depending from the kind of sandwish - Kfariassine, Lebanon.

**2012-2013: (1 year and 4 months) :** shift leader (supervisor ) at Matriochka restaurant, Russian food (f&b) concept located in tabarja – lebanon, expanded for 70 seats;

**2010-2011: (1 year and 5 months):** al-balad restaurant (sineco company) oriental Lebanese restaurant – fine dining concept (lebanon and abroad) , waiter promoted to head waiter (f&b), [Lebanon]

Job describtion:

- Ensure that the tables of service are ready to start my shift and checkup the setup of tables.

- Serving guests from door to door, guetting guests satisfaction and offer them the perfect quality of service.

- Responsible of orders, suggestive selling, upselling and try to boost up the menu.

Ensure that the sequence of service is running on the right way as the company brand and standards and offering to guests the luxury and comfortable ambiance .

 - Good communication with guests upon hospitality standards; and handle a team work between waiters with whom are used to be in charge.

- Keep an eye on the back area of employees, on daily stock and reporting to my supervisor with cases happened during each shift from A to Z; and get orders from who is concerned in higher positions and responsible to supervise my duties. (supervisor, assistant manager, manager)

**2009:** naher el asrar restaurant, waiter- head waiter , captain order (f&b), [Lebanon ]

**2007-2008:**Marbella hotel , room services attendant, [ Lebanon ]

**\*\*\*** : extra shifts at zaytuna bay (Beirut) cctv leader - terrbrune hotel (faqra) barman at piano bar - and mickeal garden (kfarhbab) bar attendant.

**Computer skills:**

Omega p.o.s – Micros - Microsoft office- internet- - social media.

**Languages:**

Arabic, Francais, English

**Trainings:**

Fire system (Lebanon and UAE) - food safety (Lebanon and UAE)- red cross- civil defense, HACCP

**Hobbies:**

Running, reading, Basketball, football