***Date: 01/11/2019***

**Position: Assistant Outlet Manager**

**Letter of Motivation**

Dear concerned

In an attempt to look for a new business opportunity and in order to develop my acquired skills; please accept my application

My educational and professional background combined with the local and international exposure I have acquired year-to-date, have greatly contributed in shaping my personality and professional career.

Exposure to a diversity of personal and corporate cultures has developed in me a flexibility to adapt to the different disciplines, an understanding of the different complex organizational models and the capacity to handle important situations implementing creative solutions.

I remain at your entire disposal for further information or any forthcoming interview. In the meantime, I thank you in advance for taking the time to reading my attached resume.

Kindest regards,

***TONY KIKANO***

**TONY KIKANO**

Awkar, Lebanon

**Mobile** +961 (3) 605219**, e-mail** tony.kikano@gmail.com

**Nationality** Lebanese

**Marital Status** Single

**Date of Birth** o1 Dec 1983

**Education**

**AUL university**  **Lebanon, 2008- 2013**

**MBA in Business Administration**

**C&E American University Lebanon, 2003- 2006**

**BA in Business Administration**

**LH College Ste Rita Dbayeh Lebanon, 2003**

**Professional Experience**

**Le Royal Hotel- Beirut** member of ‘the leading hotels of the world’ **July’ 04 – May’ 07**

**Bartender at le jardin du royal**

**Captain­ at royal club lounge May 07 – Dec’09**

**Headwaiter ­at room service Apr’10 – Aug’15**

**Assistant Room Service Manager Aug’15 till Now**

**In charge of all financial operation at Ikebana night club**

**Working for 3 month in finance department as training in Account Receivable, General Cashier, Income, Account payable, purchasing, storekeeper, receiving**

**Main Duties & Responsibilities**

#### RELATIONSHIPS:

1. Report directly to the Room Service Manager.
2. Provides functional assistance and direction to the Room Service operation as assigned.
3. Interacts with the individuals inside & outside the hotel, especially with government officials, and local community.
4. Coordinates functions and activities with certain Hotel Department Heads and Food & Beverage Departmental heads in absence of the Room Service Manager or his delegate.

#### DUTIES & RESPONSIBILITIES:

1. Assists the Room Service Manager Manager/his delegate in supervising the day-to-day function of all Room Service Manager Employees, facilities, sales and cost.
2. Assists the Room Service Manager in controlling and analysing on an on-going basis the following:

* Quality Level of the Production.
* Guest Satisfaction
* Merchandising and Marketing.
* Sanitation, Cleanliness and Hygiene.
* Ensures Optimum Performance in specific areas as assigned in the above.

1. Assists the Room Service Manager in supervising, coordinating and directing the prompt, efficient and courteous serving of Food & Beverage in the Room Service.
2. Establishes and maintains effective employee’s relations.

1. Conducts on job learning events for the Room Service employees.
2. Conducts under the guidance of the Room Service Manager such functions as employee’s orientation, on the job performance, coaching, counselling to ensure appropriate productivity.
3. Attends and contributes twice a month departmental meeting in the absence of the Room Service Manager.
4. During the absence of the Room Service Manager conducts daily briefing and maintains liaison with the Executive Chef.
5. Participates in service as necessary in accordance with the requirements and practices of the Room Service.
6. Supervises employees grooming and appearance.
7. Ensures that stocks for daily use are met.
8. Takes care of the reservation and private parties in absence of the Room Service Manager or his delegate.
9. In the absence of the Room Service Manager conducts all administrative work required including but not limited To:

* Attendance records.
* Duty roster.
* Guest cardex.
* Log book.
* Maintain employee personnel file.
* Maintain training files / training records.
* Conduct Health and Safety Training.
* Outlet month end reports to the F&B office.

1. Assumes the responsibilities of the Room Service Manager in his absence.
2. In absence of the Room Service Manager attends following meetings such as:

* Departmental Training Co-ordinators Meetings
* Energy Saving Meeting
* Environmental Meeting
* Safety & Health Meeting

1. Familiarises yourself with the following procedures:

* Hotel Fire Procedures
* Crisis Management System
* First Aid Procedures
* Health & Safety Policy and Procedures
* Hotel Security Procedures
* Hotel Product Knowledge
* Hotel Standards Manuals (Department concerned)
* Hotel Environmental Procedures

1. Checking the in-house guest list and follow-up expected arrivals for the special meal arrangements in absence of the Room Service Manager.
2. Check live cooking station and the cold items display unit. (Cleanliness and Hygiene).
3. In absence of the Room Service Manager, supervise & check all day-to-day operational work.
4. Check the Room Service preparation on daily basis.
5. In absence of the Room Service Manager, conducts night’s inspection (Spot Check) in the rooms and floors.
6. Check Food & Beverages presentation and their quality levels and explain items to the staff.
7. Performs related duties and special projects as assigned.

**Computer Skills**

* Microsoft Office ( word, excel, power point )
* Windows.
* Internet Explorer
* Micros
* Fidelio
* Protel
* Material control

**Trainings Accomplished**

* Presentation skills
* Managing training and development
* How to deal with guest
* Customer comes first,
* Hygiene and Sanitation
* Fire training
* Wine training
* Handling Guest Complains
* Red Cross Training
* Communication arts
* Time management
* Cost control
* Stress training
* Royal Customer Care
* Team Work Building
* AR ( account receivable) training
* General Cashier
* Income
* Account payable
* Storekeeper
* Purchasing
* Receiving

**Languages**

Arabic Mother Tongue

English Good

French Good

**Diverts**

Football, Internet, Fishing, Hunting

**References**

Mr Kabalan Achkar: 70/363600 ( Municipality chief of Dbayeh)

Mr Nabih Tohme: 03/757799 ( Owner and General manager of Tohme construction)

Mr Rabih Abou Jaoude : 03/302052