

Rashad Shkifi

OPERATIONS MANAGER | RESERVATIONS MANAGER | ASSISTANT RESTERAUNT MANAGER

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Kaskas - Beirut - Lebanon

Mobile: +961-70704520



Rashad Shkifi, a thriving, self-motivated professional focused on achieving higher status in the global business domain. Seeking a long-term association with an organization that offers a rewarding career within Hotel Management, Hospitality, Tourism, Cruise Ships/Liners. Linguistic skills: Fluent English, Arabic + basic French. Microsoft Office (Word, Excel, PowerPoint)

Listed below, his competencies and skill set:

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|-----------------------------------|---|--|
| • Accountability | • Interpersonal and Communication Skills | • Service orientated |
| • Professionalism | • Deadline driven | • Client-Centric |
| • Detail oriented and disciplined | • Well presented | • Hospitality |
| • Adept at multitasking | • Ability to work effectively in a team environment | • Freight (Shipping Lines and Freight Forwarding) |
| • Flexible | • Ability to think out of the box | • Food & Beverage / Catering Functions and Events (Hospitality line of business) |
| • Leadership skills | • Staff management | |

(Willing to travel nationally / relocate internationally)

QUALIFICATIONS / COURSES / TRAINING

- 2010 - Degree: BA in Management Information System with a GPA of 3.1/4 AUL (Arts, Sciences & Technology University in Lebanon)
- 2006 - Degree: Lebanese Official Baccalaureate 2 in Economics & Sociology Omar Bin Al-Khattab Makassed

EMPLOYMENT HISTORY

Company Name: Blue Rose Hotel Doha - Pre-Opening
Position: Recruiting/ Operations Manager
Date: 15 August 2019 – 15 March 2020
Reason For Leaving: Visa Unavailable

Duties and Responsibilities

- Drive and direct all recruitment efforts and processes
- Implement strategic hiring procedures and improve upon recruitment measures
- Work with the human resources department to confirm hiring needs and requirements
- Create and suggest new and effective interviewing procedures and techniques
- Process and track applicant job submissions
- Manage recruitment databases and advertising budgets
- Set clear goals and benchmarks for the recruitment team
- Train and supervise recruiters in the correct company processes

Company Name: Royal Grand Hotel Liberia
Position: Operations Manager / Reservations Manager
Date: 1 May 2017 – 11 June 2019

Duties and Responsibilities

- Set up management systems for the newly established business.
- Provided training and coaching for the management team.
- Develop business opportunities to expand into other services of the hospitality industry.
- Responsible for operation and development of Hotel and Restaurant Business.
- Provide leadership to staff.
- Develop strategies and implement systems to ensure growth of business and accomplishment of company vision.
- Develop and implement management strategies and control systems Royal Grand Hotel.
- Attended extensive management and sales training seminars and quality control training.
- Business Development, Sales, Marketing, Financial Management, Human Resources, Quality Control, Training
- Fully responsible for all aspects of all departments.
- In charge of four channel managers/medium; Booking.com, HRS, Trip Advisor, Expedia.
- In charge of contracts negotiations with NGO's, Local & Foreign Vendors and International Organizations (privately and non-privately funded ones).
- Dealt with NDI (National Democratic Institute), Partners In Health, USAID (Projects undergoing in Liberia), Dalberg, CNFA (Cultivating New Frontiers in Agriculture), IMF (International Monetary Funding), GETF (Global Environment and Technology Foundation), AUC (African Union Commission), IFC World Bank Group (International Finance Corporation), MNG Gold, Synergy Capital, ESCWA, UN, DAI, ACDI VOCA, The Carter Centre, Yale University, Harvard School Of Medicine, Mount Sinai – Icahn School of Medicine etc...
- Support and work with all Head of Departments in all aspects of running this hotel.
- Conduct regular operations team meeting with all the HOD daily / weekly to discuss routine operational matters, sales targets, GSTS feedback / RSTS feed backs and action taken for service recovery, and also any staff issues. Minutes of the meeting to be sent to GM/RGM.
- Ensure SOP implementation in all departments and check the same during routine operational checks. Consultant / GRM guidance to be taken wherever required.
- Randomly inspecting the stores (F & B / Kitchen) to check the stock in hand (quality, par stock levels, expiry etc) with the Head Chef.
- Inspecting all department with their respective Manager's for cleanliness, ambience, service readiness, staff grooming & hospitality culture.
- Monitor the co-ordination between all departments for smooth & efficient operations.
- Assessing and reviewing customer satisfaction and service recovery process.
- Meet all dept. heads to review & train the staff to upkeep the human capital.
- Identifying staff learning needs and assisting with development.
- Conduct weekly / Daily meeting with marketing people for enquiry & follow up & conversion to grow up the business.
- Responsible for the overall management of the operation of the hotel.

Company Name: WH Hotel Lebanon
Position: Operations Manager / Reservations Manager
Date: 1 September 2015 – 15 April 2017

Duties and Responsibilities:

- Fully responsible for all aspects of all departments.
 - Support and work with all Head of Departments in all aspects of running this hotel.
 - Conduct regular operations team meeting with all the HOD daily / weekly to discuss routine operational matters, sales targets, GSTS feedback / RSTS feed backs and action taken for service recovery, and also any staff issues. Minutes of the meeting to be sent to GM/RGM.
 - Ensure SOP implementation in all departments and check the same during routine operational checks. Consultant /GRM guidance to be taken wherever required.
 - Randomly inspecting the stores (F & B / Kitchen) to check the stock in hand (quality, par stock levels, expiry etc) with the Head Chef.
 - Inspecting all department with their respective Manager's for cleanliness, ambience, service readiness, staff grooming & hospitality culture.
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 - Responsible for the overall management of the operation of the hotel.
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Company Name: Embassy Freight Services
Position: Outdoor Sales Consultant
Date: 15 February 2014 – 28 June 2015

Duties and Responsibilities:

- “Get the sale” using various customer sales methods (door-to-door, cold calling, presentations etc)
 - Forecast sales, develop “out of the box” sales strategies/models and evaluate their effectiveness
 - Evaluate customers skills, needs and build productive long-lasting relationships
 - Meet personal and team sales targets
 - Research accounts and generate or follow through sales leads
 - Attend meeting, sales events and training to keep abreast of the latest developments
 - Report and provide feedback to management using financial statistical data
 - Maintain and expand client database within your assigned territory
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Company Name: MSC Lebanon Sarl (Mediterranean Shipping Company)
Position: Logistics Officer
Date: 3 January 2010 – 13 February 2014

Duties and Responsibilities:

- Issued export telex releases then sent them to port of load for unit to be picked up at destination
 - Receiving shipping bags containing documents that were on board MSC vessels to be delivered to clients in Lebanon
 - Managed uncleared and abandoned cargo files by communicating with clients, assisting them with paper work, providing discounts on demurrage and other paper work to be able to clear their containers, then updated them by registered mail for all outstanding charges
 - Issued delivery orders for clients to pick up their containers from Beirut port
 - Coordinated and provided logistical support to all other departments to ensure smooth on-going work and operational activities
 - Managed incoming and outgoing emails with the delivery department while having direct contact with MSC headquarters via email and telephone
 - Assisted clients by phone and emails by replying to their requests and inquiries
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Company Name: Double U Company
Position: News Room Assistant Manager
Date: 15 January 2007 – 30 December 2009

Duties and Responsibilities:

- Administrative tasks including: recruitment, compensation and benefits, salary administration, training and development
 - Implemented recruitment and selection process, ensuring that potential candidates are targeted and that appropriate processes were deployed to attract and retain them
 - Provided input for appraisal of staff, upon request of manager, to assist in assessment of individual performance against set objectives
 - HRMS: updated systems, issued leave settlements, formalization, incentives, plus updated the information of each employee into the system.
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Company Name: MTC Touch Lebanon
Position: Call center Agent
Date: 01 January 2006 – 06 January 2007

Duties and Responsibilities:

- Call Center Agent Job Responsibilities:
- Establishes insurance policies by obtaining client information; determining eligibility; maintaining database.
- Call Center Agent Job Duties:
- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information; confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.

TESTIMONIALS

OPERATIONS MANAGER | GENERAL MANAGER | RESERVATIONS MANAGER



February 28, 2018

To Whom It May Concern:

I am writing to recommend Rachad Shkifi. Rachad served as Operations Manager of the Royal Grand Hotel in Monrovia, Liberia in 2017. During this period, the National Democratic Institute for International Affairs (NDI) conducted an International Election Observation Mission to monitor the national elections in Liberia. NDI's mission included three separate high-level, pre-election assessment visits, plus two large delegations of short-term election observers, each led by a group of dignitaries. Teams of staff from NDI's Washington, DC headquarters also stayed at the hotel during these events, and we staged our briefing activities, staff operations, observer deployment, political meetings and three press conferences at the hotel.

The challenges our mission presented to the team at the Royal Grand were many. The second round of the election was delayed due to a legal challenge, then rescheduled with less than two weeks' notice. The Royal Grand Hotel is a wonderful facility, but it has just one conference room and a limited number of suites. Our leaders, delegates and staff had a number of last-minute needs, from on-site television interviews, to late-night arrivals after the kitchen was closed, to last-minute room needs for security officers and family members.

Rachad was undaunted by these challenges, and met each one with ingenuity, intelligence and friendliness. He partnered closely with our team and ensured that the details of our mission were anticipated and addressed. While we worked with several members of the hotel team, Rachad quickly became our trusted, go-to person for handling the details of our evolving needs. I observed that part of Rachad's ability to make things happen quickly and correctly lay in the excellent relationships he had built with everyone from the hotel's owner to its junior staff to outside vendors. Rachad's personal attention to details combined with his excellent interpersonal skills truly make him an outstanding manager.

We relied tremendously on Rachad to make our high-profile mission run smoothly, and we couldn't have been in better hands. I recommend Rachad Shkifi for any leadership role that requires exceptional interpersonal skills, personal attention to detail, excellent judgement, and resourcefulness.

Yours sincerely,



Samantha Smoot
Mission Director
NDI Liberia International Election Observation Mission



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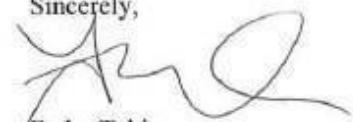
Counsel
Frank M. (Rusty) Conner, III

Rashad Shkifi
Royal Grand Hotel
15th Street Tubman Boulevard
Sinkor, Monrovia
Liberia

Dear Mr. Shkifi:

The National Democratic Institute made reservations with Royal Grand Hotel for lodging, conference meeting space, catering services and airport shuttle for its international election observation mission from October 4 – 12, 2017. Throughout the mission, the Royal Grand Hotel staff provided high quality, professional services and were responsive to NDI's needs. The staff were flexible and helpful to accommodate any changes made to NDI's preliminary lodging, meeting room and airport shuttle requests, as well as any specific requests made by staff and delegates. Overall, NDI was highly satisfied both with the working relationship and the services provided.

Sincerely,



Farha Tahir
Senior Program Officer
National Democratic Institute



June 10, 2019

Monrovia, Liberia

Dear Sir / Madam:

It is with great pleasure that I write a character reference for Mr. Rashad Shkifi.

Mr. Shkifi joined our team in March 2017 as Operations Manager at the Royal Grand Hotel in Monrovia, Liberia. In a short time, he quickly adapted to the demanding working environment. In that position, his extensive knowledge and expertise has allowed him to manage the operation and increase the efficiency in a remarkable way. He set up standards of operations and quality control measures that resulted in higher customer satisfaction level. He showed excellent management skills and a strong ability to multitask while focusing on the main vision and strategies of the company.

I recommend Mr. Shkifi and I am confident that he will be a valuable asset to any organization. You can reach me at the mentioned number for any further information.

Sincerely,

Wael Hariz
General Manager
Royal Grand Hotel



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