

MOHAMMAD TAWALBEH

Mobile No :+962770327119

Email Address: mohammadtawalbeh2479@gmail.com



PERSONAL INFORMATION:

Date of Birth : August 24, 1979
Sex : Male
Nationality : Jordanian
Civil Status : Single
Home Address : Amman, Jordan

CAREER OBJECTIVE:

Looking for a long-term career with a growing and dynamic company where I can maximize my knowledge, skills, and expertise in my field and be able to gain more experience and flexibility.

WORK EXPERIENCES:

Personal Business

Nov 2016 To Dec 2023

Fakhro Group (Bahrain)

The Yellow Chille

Restaurant

Nov 2013 To Dec 2015

Responsibilities

- Determine the appropriate competencies to manage each section of the restaurant and establish the basic guidelines and general policies for the restaurant
- Monitoring operation, buying and selling, quality and service standards, ensuring adherence to health, safety and food security rules, the ability to deal with customer complaints and motivating employees to provide the best customer service.
- Supervising the provision of distinguished service and following up on customer satisfaction - coordinating the work inside the restaurant in the external and internal dining areas on a daily basis.
- Dealing professionally and accurately with customer complaints and assistance, and trying to provide appropriate solutions
- Supervising employee schedules, rest periods, and vacations
- Follow up on the needs of tools, products, and raw materials for operating operations, and the movement of supplies on a regular and periodic basis
- Periodic follow-up of production quality and improvement of sales volume
- Evaluating employees' performance directly through department managers' reports, providing feedback, and urging them to improve productivity
- Managing established operational budgets and determining procedures that help reduce expenses while maintaining service efficiency and quality.

- Creating detailed periodic reports on revenues and expenses. Supervising the restaurant's promotion operations and preparing various events
- Training new and existing employees to improve customer service.
- Implement plans and policies that maintain the restaurant's reputation and increase customer loyalty
 - Work to improve customers' mental image, provide suggestions for developing services, and gain customer loyalty.
- Providing suggestions for different marketing methods; Such as discount offers and advertisements on social media networks

AL SHAYA COMPANY (DUBAI, UAE)

Assistant Store Manager-(Starbucks Café)

AUGST2007-TELL-16DEC2012

Responsibilities

- Ensure efficient and profitable operation of Starbucks store.
- Ensures all policies, store operating standards and procedures are Communicated effectively to partners and consistently followed.
- Maintain quality store operation and prepare daily report, complete Weekly / monthly store audits.
- Contribute to store goal for increasing sales improving profits.
- Assist store manager with accounting and banking responsibilities.
- Manage and update the office filing system for report and reference.
- Maintaining high standard on company visions and missions.
- In charge of incoming deliveries and outgoing like expired stocks, breakages, damages, etc.
- Reconciliation of physical inventory.
- Stock control and management.
- Trains new sales staff in basic operations and procedures.

APPLBEE'S RESTAURANT (DUBAI-UAE)

Front of House Supervisor (Neighborhood Expert- Trainer)

September2004- September2006

Responsibilities

- Train all new servers of Applebee's Restaurant from all over the branches in the Middle East region.
- Provides congenial atmosphere for customers through attention to detail and quality service.
- Provides dining service
- Assists in development of menu.
- Responsible in training and developing Applebee's associates in hospitality industry
- Take a lead to promote team spirit, cooperation, flexibility and sense of urgency.
- Managing & supervising the day-to-day operations of the restaurant purchasing, staff scheduling and orders of supply.
- Managing staff while leading shifts.
- Checking all cashier reports.
- Preparing all the paper works of the restaurant.

- Motivating staff especially in staff courtesy and communication, suggestive selling, sense of urgency, cleanliness.
- Handling complains, & guest feedback.
- Stock control and management.
- Assist in promotional offers to hit target sales and gain more customers.
- Coordinates company activities with subordinates.
- Trains new sales staff in basic operations and procedures.

DEAD SEA SPA HOTEL (Jordan)

Capten waiter (F&B Department)

March 2001- September2003

Responsibilities

- Front of House Supervisor
- Receiving customers and taking them to their tables according to the customers' needs in terms of number, availability of tables, smoking, etc.
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- Providing lists of main items, in the appropriate form and timing.
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- Taking customer requests, directing them to the relevant department and following up on their preparation.
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- Ensuring that customer orders arrive at the appropriate time and according to demand.
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- Direct and supervise the work team, to ensure that all duties are carried out in accordance with standards.
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- Using vertical and cross-selling techniques, meeting and meeting customer expectations, and working to increase sales.
- Helping customers, providing a clear explanation of the components of the items, and checking if any of the components are not suitable for any health conditions of the customers.
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- Ensure that the necessary eating utensils are provided for customers.
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- Providing exemplary customer service and serving customers appropriately.

TRAININGS:

- Supervisor Skills Workshop (Starbucks) 2007.
- Barista training program and Customer Care Training (Starbucks) 2007.
- Seals program (Applebee's) 2006.
- Service Expert Training (Applebee's) 2005.
- Neighborhood Expert Training (Applebee's) 2005.
- Basic Food Hygiene Training 2004.
- Member of the opening Grand HAYYAT Amman Hotel 1999.
- Member of the opening holiday Inn Hotel 1999.

EDUCATION:

Secondary School Graduate

LANGUAGES SPOKEN:

Arabic : Mother tongue

English : Very good in reading, writing and speaking

SPECIAL SKILLS:

- Possess Jordanian Driving License – Bahrain Driving License

CHARACTER REFERENCES: Available upon request



M.H. Akhaya Co. W.L.L.



Certificate of *Achievement*

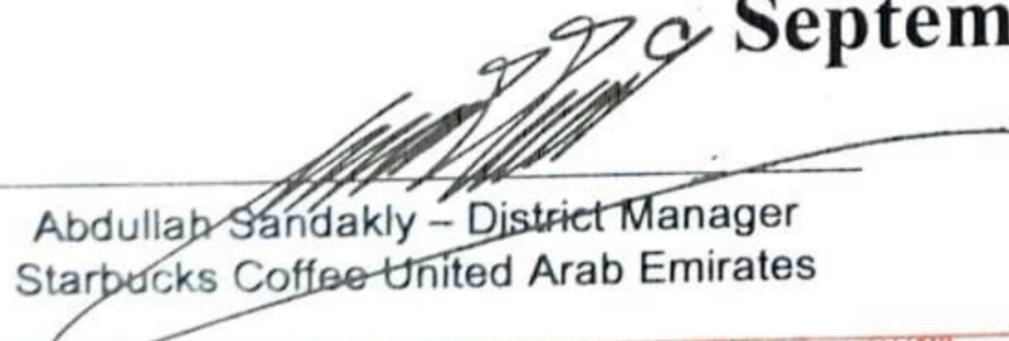
Let it be known that

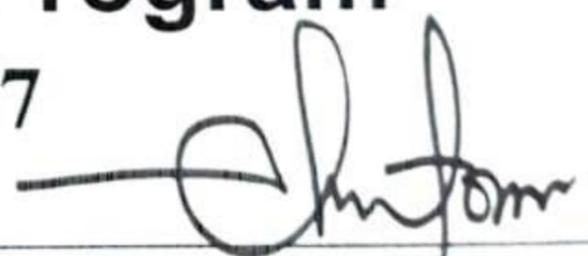
Mohammad Tawalbeh

has successfully completed the modules and barista certification as required in the

Barista Training Program

September 2007


Abdullah Sandakly – District Manager
Starbucks Coffee United Arab Emirates


Elizabeth M. Torres – Learning Specialist
Starbucks Coffee United Arab Emirates

CERTIFICATE OF ACHIEVEMENT

This is to certify that **MOHAMED TAWALBAH** has successfully completed the requirements of the Applebee's Neighborhood Expert Program and is hereby recognized as an official,

NEIGHBORHOOD EXPERT

having gained the knowledge, experience and training necessary for this position.

October 2005

Date



Rachael T Kent

Applebee's Representative

SGS

CERTIFICATE OF ATTAINMENT

This is to certify that

Mohamed Tawalbah

Has Successfully Completed

Basic Food Hygiene Training

Certificate Number : FH04-75-2628

Date of Training : 26 Oct 2004

At SGS Gulf Ltd-Dubai

Rema Sunil



Consumer Testing Services
SGS Gulf Limited

This certificate confirms that the participant has attended Basic Food Hygiene Training to comply with Good Manufacturing Practice (GMP) within the guidelines of CODEX ALIMENTARIUS GUIDELINES, Recommended International Code of Practices, General Principles of Food Hygiene CAC/RCP 1-1969, Rev. 3 (1997) Amd (1999) with respect to Food Poisoning, Contamination and Personal Hygiene.



Certificate of Appreciation

HOLIDAY INN HOTELS & RESORTS M.E.

THIS CERTIFICATE IS AWARDED TO

Mohammad Tawalbeh

FOR BEING A MEMBER OF THE OPENING TEAM OF

Holiday Inn Amman



DIRECTOR OF OPERATIONS
MIDDLE EAST



GENERAL MANAGER

DATE

15.6.1999



*In appreciation for your outstanding support,
we would like to thank*

Mohammed Tawalbeh

*on the successful opening of
Grand Hyatt Amman*

With best personal regards

13th January 1999

Date

A handwritten signature in black ink, appearing to read "P. Bloch".

*Philippe Bloch
General Manager*



Date: 13/3/2004

To Whom It May Concern

This is to certify that Mr. Moh'd Ali Mahmoud Tawalbeh was Working at the Dead Sea Spa Hotel From 13/3/2001 up to 28/9/2003 in the Capacity of

Waiter A in the F&B Department.

This certificate has been given upon his request for what ever Legal purpose it may serve him, with no responsibility from our Side.



Yasser Abu-Baker
Personnel & Training Manager

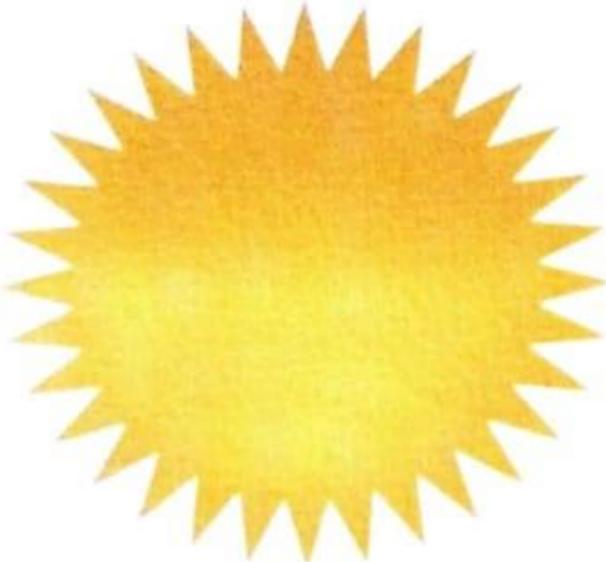


Date: July, 7th 2006

Applebee's Neighborhood Grill & Restaurant

This Certifies that Mohammed Tawalbeh has successfully reached the highest sales in Applebee's Dubai from May, 31st 2006 till July, 7th 2006 and is hereby recognized as the

BEST SALES PERSON



ARCHSAM V. TECSON

MOUSTAFA FAROUK

MUSTAFA SWAIDAN

KITCHEN MANAGER

FRONT MANAGER

GENERAL MANAGER

Date: Sept. 10, 2006

Service Certificate

((To Whom It May Concern))

This is to certify that Mr. Mohammed Ali Tawalbeh had been employed in our applebee's Restaurant as Supervisor From Sept. 2004 until Sept. 2006

During the past period, he carried his duties with dedication and enthusiasm.

This certificate is issued upon his request and the company holds no responsibility what so ever.

We wish him success in the future.

*Al Ain National Enterprises Management LLC
(ANEMCO)
Applebee's Restaurant*

*Ahmed M. Al Muhairy
General Manager*





شركة محمد حمود الشايح ذ.م.م.
M.H. Alshaya Co. L.L.C.

EMPLOYMENT CERTIFICATE

TO WHOM IT MAY CONCERN

This is to certify that the following individual has worked in our company as per these details:

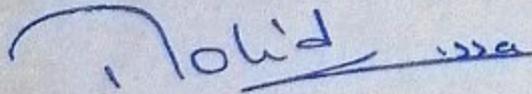
Employee No. : 34895
Employee Name : Mohammad Ali Tawalbeh
Nationality : Jordanian
Date of Joining : 02 August 2007
Last Working Day : 16 December 2012
Designation : Assistant Store Manager
Starbucks – DCC IV

Mohammad Ali worked for us for 1 year and 3 months. During this time, Mohammad Ali proved himself to be a hard working and reliable employee. His duties include merchandising, customer service, cashiering and stock control.

We wish him every success in his future career.

This letter has been issued upon request without any responsibility on the company.

For M.H. Alshaya CO. LLC.



Mohamad Issa
HR Services Manager

