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*To whom it may concern,*

*I am interested in applying for the posted position.*

*I trust that the skills and abilities I have acquired through my work, academic and extracurricular experiences have given me a set of versatile skills with which I can effectively meet your needs.*

*Working in the industry for the last 11 years has provided me with experience leadership qualities necessary for contributing towards the success of luxury establishment through customer satisfaction.*

*In my current position as F&B Assistant Restaurant manager I am responsible for managing and leading a team in a dedicated caring manner to deliver outstanding guest service of 355 Guest rooms and apartments, along with Mini bars and Amenities, managing the day to day Restaurant operation dealing with all operational issues and compliance with hotel’s standard, pool side bar and shisha service outlet as well as BQT meeting room up to 100 guest at once .*

*Through this various activities I have strengthened my communication, management skill and commitment to customer care. Furthermore my creative problem solving abilities allowed me to tackle challenging assignments and enable me to consistently deliver result on time and within budget.*

*Furthermore the hotels which I worked are 5 star properties which target high profile guests therefore I am accustomed to interacting with and successfully meeting the needs of a distinguished client base.*

*It will be my pleasure if I will be able to meet you personally and further discuss my qualification and experience.*

*I look forward to your positive response and thank you in anticipation.*

Best regards,

Abdelhamid Samir

**Abdelhamid Samir Romih**

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Mobile no: **01501165211**

**Objective**

* To work in a more dynamic and challenging firm where my knowledge skills and expertise will be tasted to the full and achieve a rewarding career in catering and luxury guest service. Looking for a new and challenging managerial position, which will make best use of my existing skills and experience.

**Work Experience (14 years)**

**My own restaurant 2019 till now.**

***Assistant Restaurant Manager:*** *May 2015 till July 2018* ***DAMAC Hotels & Resorts, Dubai.***

* Working in restaurant and room dining with 52 team members including mini bar and amenities.
* Analyze and justify outlet reports such P&L, annual assets inventory, LQA results, monthly breakages, hygiene reports, Menu engineering, and prepare action plans accordingly.
* recruiting, training and supervising staff
* agreeing and managing budgets
* planning menus
* ensuring compliance with licensing, hygiene and health and safety legislation/guidelines
* promoting and marketing the business
* overseeing stock levels
* ordering supplies
* producing staff Rota's
* handling customer enquiries and complaints
* taking reservations
* greeting and advising customers
* problem solving
* preparing and presenting staffing/sales reports
* keeping statistical and financial records
* assessing and improving profitability
* setting targets
* handling administration and paperwork
* liaising with customers, employees, suppliers, licensing authorities and sales representatives
* making improvements to the running of the business and developing the restaurant

***Team Leader:*** *June 2014 till May 2015* ***DAMAC Hotels & Resorts, Dubai.***

* Part of the preopening team Damac Hotels and Resorts (Canal view hotel, Naia Breeze Hotel)
* supervise the work of 20 service staff
* work as a pass manager taking orders from kitchen to service
* in charge of supervising overall restaurant operations.
* Satisfaction and profitability whilst maintaining high standards of food and service and also present a positive and fashionable image of the business. Extensive knowledge of the hospitality industry, its working practices, recruitment, and pay, conditions of employment and diversity issues.
* Managing 30 team members of all day dining restaurant with capacity of 250 guest at once, 10 BQT team members of our banquet meeting room with capacity of 150-200 guest including setup and service.
* In charge of the in room dining operation together with restaurant in absent & vacation of IRD manager.

**Team Leader**: *June 2013 till May 2014*, ***Rixos Palm Hotel, Dubai***

**Captain:** *May2102 June 2013,* ***the desert palm hotel, Dubai***

* Record transaction / orders in Point of Sales systems at the time of order.
* Communicate with the kitchen regarding any menu questions, the length of wait and product availability.
* Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
* Check with guests to ensure satisfaction with each food course and beverages.
* Responsible for clearing, collecting and returning food and beverage items to proper area.
* Maintain cleanliness of work areas, china, glass, etc. throughout the shift.
* Reviews order dockets ensuring accurate and timely preparations for order requirements accordingly.
* Ensures that the restaurant is always kept clean and organized, both at the front as well as the back of house areas.
* Ensures that hotel brand standards and SOP's are consistently implemented.
* Work with fellow staffs and manager to ensure that the restaurant achieves its full potential.
* Completes the daily responsibilities that are set for each individual shift.
* Complete closing duties, including restocking items, turning off lights, etc.
* Conducts monthly inventory checks on all operating equipment and supplies.
* Take an active role in coaching and developing junior staff.
* Any other duties related to food and beverage service assigned by the manager.

**Bartender:** January 2010 till April 2012, ***the palace the old town hotel EMMAR, Dubai***

**Waiter**: September 2007 till December 2009 ***Ibrotel Palace hotel, Egypt***

**Duties and Responsibility**

* To ensure that the customer promise is delivered and that customers are satisfied within the framework of financial targets set.
* Achieve and maintain set budget
* Team management, leadership & team player
* Effective management delivering profit centre profitability
* Sales ability
* Adaptability coping with the diversity of customers and their needs
* Thoroughness
* Spirit of initiative
* Financial awareness
* Ensures that all staff are aware of departmental and hotel policies and procedures.
* Ensures standard of food presentation and quality of dishes served to guests.
* Places necessary orders for food and Bev products.
* Prepares duty rosters and time sheets for all staff.
* Ensures perfect appearance and hygiene for all staff check understanding
* Ensures that each subordinate receives training necessary for job competence
* Holds daily and weekly meetings with staff to Inform them of happenings in the hotel
* Point out problems and discuss corrective action needed
* Find out and discuss staff queries and problems
* Strengthen communication links with staff and make them feel part of the team
* Supervises staff performance
* Issues disciplinary warnings.
* Regularly checks department for maintenance requirements
* Responsible for regular stock taking of operating equipment to control losses.
* Ensures that working area is kept clean and tidy at all times.
* Controls work flow by allocating job tasks as orders come from cashiers.
* Communicates with F&B Manager on day to day matters through incident log book. (All complaints must be logged together with action taken)
* Personally discusses non-routine matters with F&B Management
* Ensure that specific standard of hotel in place
* Maintain strict security standards to avoid damage/theft.
* Control breakage of operating equipment and corrective action taken whenever needed.
* Achieve and maintain all F&B performance standards laid down in Standards Operations Manual

**Skills & Knowledge**

* Leader who is able to develop and motivate others to achieve targets; can demonstrate a strong ability to manage projects from conception through to successful completion. A proactive individual with a logical approach to challenges, performing effectively within a highly pressurized working environment.
* Excellent communication, multi-tasking skills developed from previous experience
* Admirable work ethic, excellent leadership skills, with the ability to take necessary action in tasks when required
* Ambitious, dynamic, self motivated, eager to organize and direct a team that develops top quality of food & beverage products with prompt, accurate and personalized service.
* Fluent in Arabic (Mother Tongue) and English. Both Spoken and Written
* Good Knowledge of Reservation Systems such as Fidelio and Opera.
* FMC (Fidelio Materials Control), Oasys (clock in & out system), people soft system and Micros as well as AVAYA recording system.
* Computer Skills, (Windows and POS system).

**Career Summary**:

* I am a professional with a collective of 11 years work experience.
* Mostly experienced in food and beverage service where I am working now and have previously worked as supervisor, team leader and waiter in various resorts.
* I have worked for 2 preopening hotels taking a vital role of implementing strategy into plan.
* My current role as an F&B *Restaurant Manager* has further enabled me to acquire much experience dealing with people and teams from multicultural backgrounds.
* I have shown myself to be self-motivated, committed and determined in achieving goals.
* ability to manage 52 team members in Room Dining Outlet including mini bar and amenities and 25 team members in fine dining restaurant including hostess

**Career achievements**:

* Part of the preopening and grand opening team for DAMAC Hotels & hotels apartment, Dubai.
* Handling Restaurant and in room dining operation including mini bar and amenities.
* Successful launch of cool summer nights at DAMAC.
* Awarded employee of the month while serving as a waiter at the palace hotel.
* Successful launch of ISO Certificate 9001& 22000 Sep 2012.

**Professional qualifications:**

* Bachelor of tourism and Hotels
* Customer service training – 5 part module
* Leadership Training for managers and supervisors
* Rules of management training
* ICDL certificate
* Hygiene training (PIC)

**Language skills:**

* Fluent English skills
* Perfect Arabic skills

***Personal details*:**

* Date of birth: 3th.Jan.1984
* Nationality: Egyptian
* Marital Status:  *Married*
* Email: **asr\_romih@yahoo.com**
* Mobile no’s: 01501165211
* Languages: English, Arabic
* Height: 180 cm
* Weight: 75 kg

**References:**

Available upon request