

**Name:** Bilal Zaidan

**Date of birth:** 5/5/1986

**Nationality:** Lebanese

**Marital Status:** Married

**Mobile:** +9613094101

**Email :** [bilalzaidan8@gmail.com](mailto:bilalzaidan8@gmail.com)



## Objective

With my past work experience, I'm looking forward for a challenging career opportunity where my related experience can be utilized, applied and be part of progressive and highly dynamic organization and be able to share my skills and abilities in promoting excellence and quality service.

## Work Experience

- ❖ **Owner of Manoushetna Restaurant, Aley & Choifet Branches, Lebanon from 2017 – 2020**
  - Building winning work cultures
  - Driving customer satisfaction and productivity results
  - Staff training and development
  - Forward planning
  - Time management
  - Supervising a team and ensuring that duties are completed within strict timeframes
  - Organize marketing activities on Social network such as “Instagram, Facebook, Zomato”
  
- ❖ **Area manager at Manouhestreet, Dubai UAE from 2013 – 2016**
  - Take responsibility for the business performance of the restaurant.
  - Analyze and plan restaurant sales levels and profitability.
  - Organize marketing activities, such as promotional events and discount schemes.
  - Recruit, interview and hire team members.
  - Prepare daily, weekly reports, including staff control, food control and sales.
  - Plan and coordinate menus.
  - Coordinate the entire operation of the restaurant during scheduled shifts.
  - Manage staff and provide them with feedback.
  - Respond to customer complaints.
  - Ensure that all employees adhere to the company's uniform standards.
  - Promoting and marketing the branch and its products
  - Monitoring sales targets
  - Reporting to head office
  - Training, orientation, supporting for franchise team
  
- ❖ **“Assistant Manager at Ahwak Restaurant, Lebanon from 2011-2013**
  - Assist the Retail Store Manager in planning and implementing strategies to attract customers
  - Coordinate daily customer service operations (e.g. sales processes, orders and payments)
  - Track the progress of weekly, monthly, quarterly and annual objectives
  - Monitor and maintain store inventory
  - Monitor retail operating costs, budgets and resources
  - Communicate with clients and evaluate their needs
  - Handle complaints from customers
  - Create reports, analyze and interpret retail data, like revenues, expenses and competition
  - Conduct regular audits to ensure the store is functional and presentable
  
- ❖ **“Team Leader at Zodiac Cuisine, KSA, from 2010 – 2011**
  - Help to improve operational and financial performance for the restaurant.
  - Achieve 100% customer satisfaction and loyalty by ensuring food quality and friendly service.
  - Maintain inventory.
  - Conduct performance, take disciplinary action.
  - Motivate, train and develop the restaurant team
  - Ensure maintenance of equipment and facility through the use of a Preventative Maintenance, based on Company Standards.
  - Cash handling and reconciliation duties in restaurants.

- Meet and greet customers and organize table reservations.
  - Respond to customer complaints.
- ❖ **“Head Waiter at Bice Ristorante, Lebanon from 2009- 2010**
- Meet and greet customers and guide them to their tables.
  - Present menus to customers and answer questions about menu items.
  - Making food recommendations upon request.
  - Explain how various menu items are prepared, describing ingredients and cooking methods for customers.
  - Inform customers of daily specials.
  - Write food orders on order slips; enter orders into computers for transmittal to kitchen staff.
  - Serve food and beverages to customers.
  - Collect complaints from customer
  - Daily staff briefing

## Educational Background:

- 2002-2003: BT2 (Aley University, Lebanon)
- 2005-2006: English courses at American center.

## Languages:

- **Arabic** : Read, Write & Conversation Fluently.
- **English** : Read, write and Conversation Very Good.
- **Dutch** : Read, write and Conversation Very Good.

## Computer Skills:

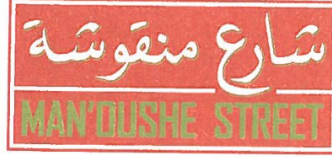
- Microsoft Office
- OMEGA,
- PIXEL, SQUIREL & Sapaad

## character reference

- **Eddie Hakim**  
Operation Manager at Manoushestreet Restaurant, Dubai UAE  
Mob: +971 562590005,
- **Mahar Baydoon**  
Franchise Manager at Manoushestreet Restaurant, Dubai UAE  
Mob: +971 552000813, 052 9999054
- **Salam Btadine**  
Operation Manager at Zodiac Cuisine, KSA  
Mob: +966531060000
- **Manoushetna Social media Usernames**  
Instagram: Manoushetnaleb  
Facebook: Manoushetna *منقوشتنا*  
Zomato: Manoushetna  
Phone number: +9615559806

## Declaration

I hereby certify that the above information are true and correct to the best of my knowledge and belief.



DATE: 23 September 2019

**SERVICE CERTIFICATE**

This is to certify that **Bilal Anwar Zaidan** has been working with us as **Branch Manager** from **24 December 2013 till 25 December 2015.**

We wish him all the success in her future endeavors.

Sandeep Makina

Assistant Manager – Human Resources



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Tel: +971 4 338 0701

Fax: +971 4 297 7404

P.O. Box: 71858, Dubai, UAE

[www.manoushestreet.com](http://www.manoushestreet.com)