



Sami Kaddoura

EXPERIENCE

August 2016 - December 2021

Restaurant Manager CLASSIC BURGER | Dakar

- Coordinate daily Front of the House and Back of the House restaurant operations.
- Deliver superior service and maximize customer satisfaction.
- Respond efficiently and accurately to customer complaints.
- Regularly review product quality and research new vendors.
- Organize and supervise shifts.
- Appraise staff performance and provide feedback to improve productivity.
- Estimate future needs for goods, kitchen utensils and cleaning products.
- Ensure compliance with sanitation and safety regulations.
- Manage restaurant's good image and suggest ways to improve it.
- Control operational costs and identify measures to cut waste.
- Create detailed reports on weekly, monthly and annual revenues and expenses.
- Promote the brand in the local community through word-of-mouth and restaurant events.
- Recommend ways to reach a broader audience (e.g. Discounts and social media ads).
- Train new and current employees on proper customer service practices.
- Implement policies and protocols that will maintain future restaurant operations.

February 2016 - June 2016

Call Center Agent P.I.S INTERNATIONAL

- Medical Equipment.
- Calls prospective customers by operating telephone equipment, automatic dialing systems, and other telecommunications technologies.
- Influences customers to buy services and merchandise by following a prepared sales talk to give service and product information and price quotations.
- Completes orders by recording names, addresses, and purchases; referring orders for filling.
- Keeps equipment operational by following manufacturer's instructions and established procedures.
- Secures information by completing data base backups.
- Maintains safe and clean working environment by complying with procedures, rules, and regulations.
- Maintains operations by following policies and procedures; reporting needed changes.
- Contributes to team effort by accomplishing related results as needed.

December 2013 - December 2015

Supervisor POULTRADE SARL DAKAR

- Warehousing.
- Maintains storage area by organizing floor space; adhering to

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PROFESSIONAL SUMMARY

WEB-DEVELOPMENT

UDEMY -

- The Complete Web Developer in 2022: Zero To Mastery (Mr.Andrew)
- The Complete Web Development BootCamp (DR.Angela)
- The Complete JavaScript Course 2022: From Zero To Expert (Mr.Jonas)

PROGRAMINGHUB -

- UI/UX Design
- HTML
- JAVASCRIPT
- CSS

CORE QUALIFICATIONS

- Microsoft Office Proficiency (Excel, Word, Power point.)
- Self-starter
- Attention to detail, Statistics
- Strong interpersonal skills, Team player
- Customer satisfaction, Telecommunications
- Customer service, Time management
- Data base, Troubleshooting
- CSS
- HTML

- storage design principles; recommending improvements.
- Maintains inventory by conducting monthly physical counts; reconciling variances; inputting data.
- Secures warehouse by turning alarms on; testing systems.
- Keeps equipment operating by enforcing operating instructions; troubleshooting breakdowns; requiring preventive maintenance; calling for repairs.
- Updates job knowledge by participating in educational opportunities; reading technical publications.
- Accomplishes warehouse and organization mission by completing related results as needed.
- Maintenance.
- Ensure that the equipment history, damage code and root cause analysis are completed correctly.
- Guide the factories to reduce technical stoppages in equipment or areas of common occurrence (priority given to areas of highest incidence or impact).
- Ensure the systematic review all line, processes, and utilities that are critical to the business and those where failure can have an unacceptable impact on safety, personnel safety, food safety and environment.
- Monitor plant/equipment trends to ensure best possible operation and reduction of planned/unplanned downtime.

October 2011 - November 2013

Supervisor SENEGALAISE D'EMBALLAGES DAKAR

- Fulfill Duties Delegated By Manager.
- Completes production plan by scheduling and assigning personnel; accomplishing work results; establishing priorities; monitoring progress; revising schedules; resolving problems; reporting results of the processing flow on shift production summaries.
- Oversee Daily activities of factory operations, purchasing.
- Ensure factory activities are performed in the most effective and productive manner.
- Lead and direct the production team to achieve operational goals in quality, delivery and output.
- Any other duties assigned by factory manager.

February 2010 - September 2011

SPA Receptionist FOUR SEASONS HOTEL BEIRUT

- Attend to guest inquiries and spa reservations.
- Coordinate with Spa Therapists and Spa Attendants for smooth day-to-day spa operations.
- Handle daily therapists scheduling and bookings.
- Coordinate with Spa Attendants and concerned Department for proper spa maintenance.
- Furnish daily and monthly spa statistics and retail sales report.
- Ensure accurate inventory and reconciliation report of Sodashi retail items.

October 2009 - February 2010

SPA attendant FOUR SEASONS HOTEL BEIRUT

- Completed Pre-opening Spa attendants tasks of organizing and setting up of Male Locker/Gym & Back of the house area.
- Monitor and maintain cleanliness, sanitation and organization of assigned station.
- Assist guests using spa facility and ensure that guest experience is up to standards.

- Any other tasks assigned by Spa Director.

EDUCATION

September- 2009

**OCTOBER UNIVERSITYCAIROBACHELOR OF SCIENCE |
TOURISM**

JULY-2004

**GENERAL SECONDARY | BRANCH OF ECONOMICS
BEIRUT**

PERSONAL INFORMATION

- Nationality: Lebanese/Senegalese.
- Birth date: 1986/08AUG/05.
- Social Status: Married.
- Children: 2
- Recommendations Sami is a great team player, hardworking and consistent with his personal and professional ethics both to his colleagues and guests. He is dependable and reliable and truly an asset to the company. Position: Director of Spa at Four Seasons Resort Chiang Mai, Thailand Relation: Chandarella Luzon is or was this user's manager Based on: your Receptionist work experience at Four Seasons Hotel, Recommended by Chandarella

LANGUAGES

- Arabic: Native language
- English: Excellent
- French: Median .