

NAME : MouhcineJeddour
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Trainings and diplomas

- 2007/2008: bachelor level humain science
- 2008/2010: technician Diploma in Restaurant
- 2013/2015: technician Diploma in Computerized Management
- 2009/2010: four month trainee in riad dar timtam in service Marrakech
- 2024 : shift manager in Wendy's Somerset Calgary

Professional expériences

Food Service Supervisor - Fast Food

Marrakech, Morocco

Restaurant dar Timtam

6/2010 to 6/2024

- Responsible for running a complete shift
- Supervise and train a team of 10 junior staff
- Paperwork: ordering supplies, food, opening and closing, vacation requests
- Ensure hygiene and safety rules and regulations are always observed
- Prepare and cook meals for guests at the riad
- Assist with menu planning
- Prepare mise en place in advance

shift manager-Fast Food

Somerset,Calgary,canada

Wendy's

8/2024 to present

- Supervise staff and daily operations.
- Create and manage employee schedules.
- Address and resolve customer concerns.
- Monitor and manage inventory levels.
- Train and support team members.
- Prepare daily or weekly performance reports.
- Ensure compliance with company policies.
- Handle emergencies and operational issues

skills

- ✓ Customer service
- ✓ Time management
- ✓ Problem-solving
- ✓ Effective communication
- ✓ Inventory management
- ✓ Training and development
- ✓ Conflict resolution
- ✓ Attention to detail
- ✓ Multitasking

Language

- ✓ Arabic : Mother language.
- ✓ French : Reading ,speaking and writing
- ✓ English : Reading ,speaking and writing

Interests

- ✓ Sports and fitness
- ✓ Creative arts
- ✓ Music

