**NAIM KABOUL**

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**GENERAL MANAGER**

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**SUMMARY** General Manager with 14+ years of experience driving revenue performance, growth and service excellence for well-established hospitality organizations. Proven expertise in executing robust strategies, managing large budgets, and improving processes that result in reduced costs, higher quality, and greater yield. Instrumental in overseeing multi-venues, controlling costs, and keeping employee turnover rates below industry standards.

**SKILLS & COMPETENCIES**

* Highly organized and able to adapt quickly to changing priorities
* Strong leadership profile. leader by example
* Motivator to teams, delegate responsibly and hold associates responsible
* Expert at business development and contract negotiation
* Excellent at communication and presentation skills

**PROFESSIONAL EMPLOYMENT**

Jan 2015 – July 2020 **General Manager, Marriott International**

**Four Points by Sheraton Le Verdun, Beirut, Lebanon**

* Led the Team to achieving annual sales and profit targets
* Gave direction for business planning to ensure financial targets are met
* Drive online business and promotional strategies
* Achieved “Best In Class” award for Employee satisfaction years 2015 & 2016
* Built strong relations and manage Ownership expectations
* Slashed admin payroll costs 30% while ensuring the continuation and enhancements of services

Aug 2010 – Nov 2014 **General Manager, Sunset Beach Resort, Marina & Spa, Luxury Resort,**

**Al Khobar, KSA** [**www.sunset-beach.com.sa**](http://www.sunset-beach.com.sa)

* Developed and executed a Strategic Business Plan for the Resort
* Managed financial goal setting and budget targets with each department Head
* Increased profitability ratio from 6% in 2010 to 31% in 2011 & 36% in 2013
* Executed a renovation project of chalets, F&B outlets and water-park
* Expanding client base by consistently exceeding goal in marketing, PR & events
* Growing brand recognition by expanding b2b, CRS and SM

Oct 2006 – Aug 2010 **General Manager, Starwood Hotels & Resorts, Le Méridien Commodore**

**Beirut, Lebanon**

* Proactively managed performance, ensuring managers clearly understood their roles and focused on achieving results
* Awarded “Best in Class” for Improving Employee Satisfaction Index by 31% to 93
* Successfully re-launched 2 F&B concepts through a strategic business plan

Feb 2005 – Oct 2006 **Director of Operations, Le Royal Meridien Abu Dhabi, UAE**

**Acting General Manager from May 2006 till October 2006**

* Lead strategic goal planning for operating departments
* Develop, motivate and train management team in all aspects of the business
* in charge of upgrading and full renovation of hotel rooms
* Planned and implemented 2 new restaurant concepts

**EDUCATION**

1990 - 1994 **Bachelor of Science, Hotel, Restaurant and Tourism Administration,**

**University of New Orleans, New Orleans, Louisiana, USA Dec. 94**

* **Dean’s list** 1993,1994, GPA 3.0
* **President,** **HSMA** - Student Chapter 1992-93
* **Vice President,** **HSMA** – Student Chapter 1991-92

**SPECIAL COURSES**

2018 **Leading Without a Title – Robin Sharma**

2012 **Customer-Focused Product and Service Design Certificate, eCornell**

2010 – 2011 **MBA - International Business,** University of Liverpool, UK, online program

2008 **Leading Starwood** – Starwood Hotels and Resorts

2006 **Managing People More Effectively** – eCornell, Cornell University

2001 **Neuro Linguistic Programming (NLP)**

1997 **The Seven Habit of Highly Effective People** – Stephen R. Covey

1991 **How to Win Friends and Influence People** - Dale Carnegie

**PERSONAL DATA**

**Citizenship:** American

**Languages:**  English, Arabic and conversational French

**Status:**  Married