# Bassem Abou Ghaida

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## **Summary**

A track record spanning twelve years in Operations and Hospitality Management including Assistant Operations Manager, Catering Manager and Camp Boss, Restaurant operations manager, in remote warzone areas.• Excellent interpersonal communication and presentation skill. • A dedicated person with strong belief in hard working • Worked in a multicultural team successfully. • Ability to adapt and learn quickly in a new environment. • Team work and decision making ability.

**Career Highlights**

October 2017- present time Hasbaya and Marjayoun Technical Official Institute

**Instructor**

* Teaching: Food production and service application courses

July 2015- present time Fawar al Hasbani (Lebanese Restaurant) Lebanon

**Operations Manager**

* Controlling all food process: purchasing, receiving, production, presentation, handling and serving.
* Ensured food quality and service to meet standards and safety regulations, promotion service, staff training and motivating, recruitment, cost controlling, weddings and functions organizing …
* Planning staff shifts, rotations and job description.

Oct 2013 – june 2015 Krekar Group General Logistics Services, LTD Kurdistan, Iraq

**Assistant Operations Manager**

* Making sure that the company uses those plans and procedures and puts them into action.
* Assists work with the operations manager and other Departments to help keep businesses running smoothly.
* Covering all the opening process for any new locations through planning and providing logistics equipment, training man power and make sure that the operation is going under the company instructions, policies and procedures.
* Responsible for all Locations and catering services and leads the catering crew through consecutive inspection visit to our catering sites.
* Responsible for the safety, work schedules, job content and work allocation of catering personnel, visit and maintaining the food stocks, food safety and HACCP.
* Looking after our clients and looking forward to serve them better.
* Coordinated all activities in a large and culturally diverse accommodation unit covering a wide range of interpersonal and logistical activities and perspectives.
* Interacted with internal and external customers to ensure all incoming and outgoing personnel and items are processed in a timely fashion, undertakes inductions to new guests.
* Conducted hygiene audits in the camp and kitchen including use by date and storage methodologies to ensure camp health and sanitation standards are maintained.
* Established priorities and respond to changing external priorities that impact on daily planned activities. Coordinated emergency response activities and situations, to coach & train team members within the context of fire and emergency response team.
* Preparing reports for Managers as required including daily accommodation and catering status report. To supervise and support staff

## Maintaining camp rules and regulations in the unit in accordance with Company policies and procedures.

Sept 2012 – Jul 2013 GCC- Gulf Catering Company Basra, Iraq

**Camp Boss**

* Providing clients full life support service including food, housekeeping, laundry, maintenance, potable water and waste management
* Handling clients’ complaints and requests
* Leading, motivating and supervising a productive team work, saving cost.

Dec 2010 –May 2011 Abela YCS (Yemen Catering & Service) Maareb, Yemen

**Camp Site Manager**

* Providing client’s service including food, housekeeping and laundry.

Oct 2009 –Jun 2010 Marjayoun Technical Official School Lebanon

**Instructor**

* Teaching: Sales, Marketing, and Hospitality Management Courses for BT1, BT2 and BT3 classes.

Apr 2007 –Sept 2009 Fawar Al Hasbani Restaurant Lebanon

**Operations Manager**

* Controlling food process: purchasing, receiving, production, presentation, handling and serving.
* Ensured food quality and service to meet: standard and safety regulations, promotion service, staff training and motivating, recruiting, cost controlling, weddings and functions organizing …

Oct 2007 –Feb 2008 Metropolitan Palace Hotel Beirut Beirut, Lebanon

**Shift Leader**

* Controlling the opening and closing for the restaurant shifts, floor supervising, clients complaints handling, ensure outstanding customer service according to procedures and standards
* Participated in achieving the company goals and target

### Aug 2006 –Feb 2007 ADMIC s.a.l company BHV Mall Beirut, Lebanon

**Management Department (Salle de Marque)**

* Stock and price controlling, receiving, issuing and transferring stock inventory
* Guiding and supervising sales people and promoters.

### Nov 2004 –Jul 2006 Intercontinental Phoenicia Beirut Beirut, Lebanon

**Room Service**

* Serving food and beverage to the guests based on hotel standard and policies,
* Taking orders, greeting guests, implementing hygiene and cleanliness procedures and policies

**Education**

Jul 2005 –Aug 2008 **Middle East University Lebanon**

### Master’s Degree in Business Administration

Management & Marketing

Nov 2001–Jul 2004 **AUL University of Lebanon**

**Bachelor** in Hospitality Management

Nov 1997–Jul 2000 **Al Maarifa High School Lebanon**

Lebanese Baccalaureate in Experimental Science

**Languages** : Fluent in English & Arabic

**Certificates** : - NEHA, HACCP for Food Handlers Course

American National Environmental Health Association.

**-** Food Handler from servsafe National Restaurant Association.

**Computer Skills** : Word, Excel, Outlook

References available upon request