MOHAMMAD K. BALLOUK

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# EDUCATION

## AUL University, Beirut, Lebanon Jun ‘11

*Business& Hospitality Management*

## Amlieh High School, Beirut- Lebanon Jun ‘17

*Lebanese Baccalaureate, Sociology and Economics*

# PROFESSIONAL EXPERIENCE

**Nomadic café Nov’10-2019**

## *Consultant*

* Menu, Management training, POS training, Stock control sheets, inventory management.

### Store Manager

* Recruiting, training and supervising staff.
* Agreeing and managing budgets, planning menus.
* Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines.
* Promoting and marketing the business, overseeing stock levels, ordering supplies.
* Producing staff rotes, handling customer enquiries and complaints, problem solving,

**Theft bakery Feb’12-2020**

*Consultant*

* Menu, Management training, POS training, Stock control sheets, inventory management.

## Palm Ville Suites Jul ’18

*Consultant*

• Menu engineering, P&L sheets, Management training, POS training, Stock control sheets, inventory management.

## Lily’s Café 2016-2018

### Head Barista

* Manage the business aspects of the bar, keeping a current liquor license, negotiating supplier contracts, taking inventory and reordering supplies.
* Hiring and training staff to provide excellent service**.**
* Creating effective schedules and quickly resolving conflicts to ensure the bar is well staffed during peak hours.
* Planning and taking part in promotional events.
* Maintaining a fun, safe atmosphere for patrons.

## Le Bristol Hotel Hamra, Beirut, Lebanon 2014-2016

*Floor Supervisor at Les Gourmandises* • Exhabitating leadership ability.

* Booking and checking in guest.
* Training new hospitality staff on the establishment’s policies and procedures.
* Resolving customer complaints using conflict resolution skills.
* Monitoring financial results based on key performance indicator

## Papparoti House of Buns, Beirut, Lebanon 2012-2013

### Store Manager

* Recruiting, training and supervising staff.
* Agreeing and managing budgets, planning menus.
* Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines.
* Promoting and marketing the business, overseeing stock levels, ordering supplies.
* Producing staff rotes, handling customer enquiries and complaints, problem solving,

## Moti Mahal, Beirut, Lebanon 2012

### Assistant Bar Manager

* Recruiting, training and supervising staff, training and motivating staff.
* Ensuring beer and wine are kept in good condition.
* Enforcing health and safety rules.
* Dealing with difficult customers.

## Cellini Cafe, Beirut, Lebanon 2009-2011

### Supervisor

* Open and close registers for staff members, count register drawers, and resolve cash overages and shortages.
* Ensure the shift is adequately staffed.
* Develop and assign tasks to staff members, oversee completion of tasks.
* Provide recognition and constructive feedback throughout the shift as appropriate.

## Baguette Magic, Beirut, Lebanon 2010

### Head waiter

* Dealing with difficult customers.
* Open and close registers for staff members, count register drawers, and resolve cash overages and shortages.
* Booking and checking in guest.

## Costa Coffee, Beirut, Lebanon 2006-2009

### Head Barista

* Recruiting, training and supervising staff, training and motivating staff.
* Ensuring beer and wine are kept in good condition.
* Enforcing health and safety rules.

# LEADERSHIP AND SKILLS

* **Certificates:** Food & beverage, Sale strategy, Communication skills, Cost & Waste control, System ( Micros- Fidelio- Opera –Omega ) Hygiene & Sanitation, Customer focus &problem solving, Service excellence, Able to create full coffee shop menu with specialty art drinks, Able to handle a store in pre-opening and opening stage.
* **Skills:** Work hard and value perfection, Responsive to other ideas and effective as team worker, Abel to communicate at all levels and deliver a good impression, Keen on meeting deadlines and able to work under pressure, Attentive to details-accurate-systematic and strong aptitude for numbers, Good knowledge of Microsoft Office: Excel, word, power point.
* **Languages:** Fluency in English and Arabic (native); intermediate level French.