|  |  |
| --- | --- |
| Bsebba - Kfarchima  Beirut,Lebanon | Phone  961 3 419694 (mobile)  961 01 288641  E-mail pierreishak@live.com |



PIERRE JOSEPH ISHAK

|  |  |
| --- | --- |
| Personal Information | **Nationality**: Lebanese  **Date of birth**: 29 June 1978 |
|  |  |
| Education | 1998 - 2001 Pigier . French School of Business Beirut , Lebanon  Bachelor in Hotel Management  1995 - 1998 College La Sagesse Beirut , Lebanon  College |
| Professional experience | 2022-Present Prime Support General Services Iraq   * Housekeeping Manager (Chinese Camp Petrochina)   2018- 2022 Citea Apartment Hotel Ashrafieh , Lebanon   * Outlet Manager acting Duty Manager.   2010- 2018 Boubess Group Beirut , Lebanon  Worked as a problem solver at their many different locations , including a turnkey project manager.   * + - * Manager pre-opening (Market – International Restaurant- Mine El Hosson)       * Manager (kaiten – Hamra) for one year and eight months.       * Team Leader (The Met café -Beirut souks) for two years. * Team Leader (Benihana – Japanese Restaurant) for one year and five months. * Team Leader (Room Service-Le Commodore Hotel) for one year.     2008-2010 La Cigale Hotel Qatar – Doha   * Pre-opening Club Floor (VIP Lounge, Floor Manager) * Banquet ( Manager) * Ramadan tent (Headwaiter, Assistant Manager)   2002-2008 Phoenicia Intercontinental Beirut Minet el-Hosn  Shift Leader   * Room Service Operation (500 rooms). * Banquet. * Ed Stone night club. * Butler. * Task Force ( Banqueting , Café Mondo Italian restaurant ,   Cascades Lobby Lounge , Mosaic Buffet restaurant ,  ICMzaar F&B Outlets)  2001(season) Atlantis Hotel Beirut, Lebanon  **Captain**  1999 and 1998 Safra Marine Hotel and beach resort Safra, Lebanon  **Waiter**    1998 – 2001 Beirut Seaport Airport  Administration |
| Training | * Etiquette Business * Micros System * Omega System * Opera System * Butler training in Phoenicia ( housekeeping , front office ) * Butler training in La Cigale – doha ( housekeeping , front office ) * Fire Training * Icon Training   Somelier first grade   * Guest courtesy * We Know What It Takes Training * Winning Ways Training * Hygiene and sanitation * Telephone Techniques * Customers Come First Workshop * Be My Guest * Front Office (operator , front desk , guest relations ,   Support , concierge , uniformed services ) |
| Skills | I have a good knowledge and experience in the following program:   * Computer Literacy , Spreadsheet , Multimedia * Ability to Handle and Software * Organizational Skills * Telephone Skills * Micros Hotel System * Opera Hotel System * Omega Restaurant System * Training Skills * Communication Skills |

Tasks

* Prepare schedules for all personal according to the forecast and within the limits of the staffing guide.
* Conduct regular training sessions with the assigned team i.e. guest care, service standards, up-selling approach, telephone techniques, eye contact, etc.
* Ensure the proper appearance (condition of uniforms) and grooming of assigned staff members.
* Evaluate the performance of the assigned team and initiate internal promotions.
* Short list new potential staff members for development.
* Responsible for the timely set up of the assigned outlet, according to the meal settings and in line with the opening hours.
* Handle the welcome and seating of arriving guests with the assistance of the hostess.
* Maintain a professional / friendly relationship with the outlet patrons.
* Establish and update the outlet s database of regular guests.
* Tour the outlet and all related areas frequently ensuring the highest possible cleanliness (hygiene sanitation, first in first out (FIFO)) and maintenance standards.
* Resolve guest complaints immediately.
* Ensure that all mise en place is done according to the whole day s service requirements.
* Establish a close working relationship with the kitchen and liaises with the chef about menu changes, menu presentations and any promotions in the outlet.
* Control all store requisitions (operating material, food products and beverage) and ensures their accurate delivery.( using Navision System)
* Responsible to meet and maximize the budgeted monthly revenue of the restaurant.
* Take part in the month end inventory with the cost controller to ensure that closing stocks are recorded as accurate as possible.(using Navision system)
* Adhere to company rules and regulations at all times .
* Control and manage the responsibilities and duties of the Human Research Department (using self-service system).

|  |  |
| --- | --- |
| Certificate | * + Etiquette Business.   + Winner of 5 international awards during the year 2004   + Certificate as one of the working team in the Francophone Summit 2002 at Phoenicia Intercontinental of Beirut.   + **Certificate of qualification as a butler at Phoenicia Intercontinental.**   + Certificate of achievement in receiving the 2002 PRESIDENT’S AWARD of best hotel.   + Certificate of training and development (Be my guest , Butler , Hygiene and Sanitation ,   Telephone Techniques , Customers Come First  Workshop, HACCP ) |
| Summer Jobs | 1995 – present Group Terre Member Beirut , Lebanon  ( Environment Association ) |
| Languages | Fluently spoken and written Arabic and French  Good spoken and written English |
| Hobbies | * Basketball * Social Work * Computing |
| References | References available upon request |