

Mohammed Radwan Zahweh

Birth Date 17 February 1998
Location: Beirut, Lebanon
Nationality: Lebanon
Marital Status Single
Mobile Phone: +96176049194
Email Address: mohammedzahweh@gmail.com



Target Job Title: Branch Manager, Floor Manager, Store Manager, Restaurant Manager, Restaurant Supervisor, Assistant Branch Manager, Assistant Store Manager, Sales, retail sales representative, fmcg, sales merchandiser

Target Job Location: Oman – Qatar – UAE – KSA - Kuwait

Notice Period: Immediately

Vessel clerk at Beirut Container Terminal Consortium

July 2019 – Present

Lebanon – Beirut

- Receives all materials into the plant, prepares receiving reports, files freight claims when necessary and performs occasional receipt verification.
- Moves all received materials to their proper inventory locations on a timely basis.
- Completes scheduled inventories and maintains a location file on raw materials and in process parts.
- Process issues and returns.
- Prepare all export documents.
- Delivers necessary and required parts and materials to manufacturing on an as needed basis
- Follows necessary procedures in making sure product is shipped properly including: pulling shipper, order and bill of lading, preparing load sheets, crating products, getting bill of lading signed and coordinating truck lines.
- Generates packing labels, code vessel labels, finished good labels and applies labels to products or containers.
- Local pick-ups and deliveries as assigned by supervisor i.e. paint shop, hardware store, delivery systems to the test shed, etc. - Works in quality conscious and safe manner.
- Performs miscellaneous duties as assigned by the supervisor.

Branch Manager at Sandwich w Noss

November 2017 - July 2019

Lebanon – Beirut

- 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 inquiries and complaints
- Greeting and advising customers
- Problem solving
- Preparing and presenting staffing/sales reports
- Keeping statistical and financial records
- Assessing and improving profitability
- Setting targets
- Handling administration and paperwork
- Liaising with customers, employees, suppliers, licensing authorities and sales representatives
- Making improvements to the running of the business and developing the restaurant

**Rotational Manager at Sandwich w Noss
Lebanon - Beirut**

February 2017 - November 2017

- Weekly spot checks on different outlets
- Investigating about differences in each outlet
- Making sure every outlet is working on same procedure
- Coming up with new ideas to improve work in the outlets
- Covering OFF of managers

**Floor Supervisor at Sandwich w Noss
Lebanon - Beirut**

June 2016 - February 2017

- Inspect customers areas for cleanliness
- Greet and build rapport with customers
- Monitor establishment's financial performance
- Perform opening and closing procedures
- Diffuse customer complaints
- Delegate basic tasks to staff

**Retail sales merchandiser at Al Ashrafiya International foodstuff LLC
Lebanon – Beirut**

February 2015 - April 2016

- Targeting customers and organizing sales visits.
- Establishing new business
- Demonstrating and presenting our products.
- Negotiating contracts and packages.
- Attending trade exhibitions, conferences and meetings.
- Maintaining accurate records.
- Reviewing sales performance.
- Looking for competitors activities.

- Making sure that deliveries of the merchandise dispatched and received on time.
- Preparing a market study and gather information on competitors activities as well as customers reactions to our products and competitors products.
- Ensuring that a proper level of stock is maintained and that the merchandise is displayed appropriately with proper signage and favorable shelf placement, as well as the stocking, fronting, facing, and rotating of the products.
- Ensure that store shelves are well maintained by making sure that outdated products are taken off the shelf and replaced with current stocks.
- Resolve issues that may arise as a result of audits.
- Solve problems at the store level in order to maintain the standards established in the initial sales agreement.
- Aiming to achieve monthly and annual targets.
- Ensure that collections of payments are done on time.

**Waiter at Bliss House at Bliss House
Lebanon - Beirut**

June 2014 - January 2015

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area -Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Provide excellent customer service to guests

EDUCATION

Studying Business Administration and Hospitality Management at AUL

Location: Beirut, Lebanon

Post Dated...

Knowledge and Understanding

- Identify the basic and foundational subjects relevant to the multifaceted Hospitality Industry.
- Analyze and handle various situation models in day to day practice at Hotels and Restaurants. This will be reinforced through case studies and assignments for most of the subjects.
- Recognize the different departments in Hotels and Restaurants.

- Memorize the business etiquette models to apply it in real world later.
- Recognize the value of service and learn the importance of having the “service spirit”
- Understand the business development models through franchising, management contract...
- Identify different segments of hospitality industry.
- Recognize and define different types of: Tradeshows, Expositions, Events and Conventions.
- Identify interpersonal skills to manage and lead first level employees in a hospitality setting.

Intellectual Skills

- Develop analytical skills.
- Be capable of trouble shooting and decision making.
- Develop effective communication skills.
- Attain good negotiation skills in banquets and conventions
- Distinguish between Tradeshows, expositions, and Conventions.
- Analyze and Calculate the cost of a menu
- Develop Culinary skills

Practical and Professional Skills

- Apply theoretical knowledge to actual situations illustrated in assignments, case studies and Project work.
- Perform reservations and cancellations on the hotel system and Travel agencies
- Formulate a small menu restaurant. And perform cost menu calculation.
- Practice cooking dishes and sweets desserts.
- Calculate a meal cost
- Developing a feasibility study for potential ecotourism projects
- Demonstrate industry-standard knowledge and skills regarding personal hygiene sanitation and safety procedures.
- Demonstrate purchasing responsibilities by writing food specifications.
- Illustrate the team concept in planning, purchasing, preparing, and serving food items.

General and Transferable Skills

- Communicate verbally.
- Deliver Presentations on various business topics.
- Analyze the economic impact of Tourism on countries.
- Apply phone calls answers in an etiquette manner
- Demonstrate a formal table set-up for events

High school or equivalent, Lebanese official baccalaureate in economics and sociology at Jamil Al Rawas High School
Location: Beirut, Lebanon
June 2016

SKILLS

Excellent customer service
Commercial awareness
Problem solving
Teamwork
Flexibility
Negotiating
Stock management

LANGUAGES

Arabic
English

Courses and Certificates

HACCP
Food Safety (Level 2)
Civil Defense and First aid

References

Available upon your request