

Amer Zabet

Sidon, Lebanon



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Summary

Ambitious, enthusiastic and results-oriented Manager in various fields with over 14 years of experience. Progress-driven planner adept at building and retaining high-performing teams.

Experience



Site Manager / Cinema Multiplex

Grand Cinemas

Apr 2012 - Aug 2020 (8 years 5 months)

- Operations management
- Staff evaluations
- Cost and quality control
- Marketing follow up
- Customer relationship management
- Problem solving
- Preventive and ad-hoc maintenance
- Control stock and inventory.
- Human Resources tasks
- Payroll calculations
- Staff recruitment and Training
- Implementation of Health and safety legislations



Branch Manager

AL Baba Sweets

Oct 2011 - Jan 2012 (3 months)

- Branch Management: Sales, showroom, coffee shop, cashiers
- Cost and Quality control
- HACCP and food safety procedures
- Inventory Control
- Staff Training
- Customer relationship



Catering and Restaurant Manager

Food and Fun Company L.T.D. - Al Basha Palace

Aug 2010 - Aug 2011 (1 year)

- Restaurant, Hotel and Catering Management
- Purchasing
- Accounting
- Customer Relationship Management
- Health and safety standards
- Maintenance management



Guest Services Call Center Agent

Four Points by Sheraton Le Verdun

Apr 2009 - Jul 2010 (1 year 4 months)

Manage and run the guest services call center (shift leader)



Room Services Attendant (In-room Dining and F&B)

[Four Points by Sheraton Le Verdun](#)

May 2007 - Apr 2009 (2 years)

Room Service shift leader, serving at the restaurant and Banquets



Captain Waiter

[Pain De Mie Coffee And Grill](#)

Oct 2006 - May 2007 (8 months)



Room Services Agent and Restaurant Waiter

[Rest House Tyr Hotel & Resort](#)

Mar 2006 - Sep 2006 (7 months)



Marketing agent

Manachir newspaper

Feb 2006 - Jun 2006 (5 months)

Education



[Lebanese International University](#)

Hospitality and Tourism Management (BS)
(Bachelor of Business Administration)

2005 – 2008

Master's of Business Administration (MBA)

2009 – Pending

Licenses & Certifications



Certificate in Applied HACCP Principles - [Boecker](#)

N: 18528 Jan-2010

Skills

Operations Management • Effective leader • Hotel Management • Hospitality Management
Food and Beverage Operations • Human Resources • payroll • Public Relations • Team management
Staff training and development • Recruitment • Inventory • Customer service • Problem resolution

Honors & Awards



Manager of the Year 2014, Levant Area - Grand Cinemas



Employee of the Month - Four Points by Sheraton (Apr 2009 / Feb 2010)