**Objective:**

**Hassen Boussif**

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**PO Box 31166 Dubai UAE**

My objective is to find a position within a professional organization, focused on teamwork with an equal degree of autonomy & responsibility, providing realistic potential for career progression. Highly transferable skills and adaptability.

**ExperienceS:**

**4th July 2014 - Present**

The Address Dubai Mall – Emaar Group

Restaurant Manager- All Day Dining & Lobby lounge

* Review and evaluate Guest feedback and react accordingly ensuring all compliments and complaints are responded to in a timely and appropriate manner
* Ensure all Guests are welcomed in a polite and friendly manner and receive the utmost attention at all times
* Maintain the department facilities, standards of presentation and levels of service to a level that achieves and exceeds Company Brand Standards, meets Health, Safety and Hygiene standards and complies with Company Safety and Fire Regulations and procedures
* Ensure the day-to-day operations run smoothly and efficiently, in line with Company standards, and with obvious attention to details
* Maintain high standards of comfort, cleanliness, and hygiene throughout the departments.
* Set and maintain the highest standards of dress appearance and hygiene at all times in line with Colleague personal Presentation Standards. Maintain a service-level in the restaurant and bar with an emphasis on high quality, efficiency.
* Demonstrate awareness of licensing regulations and hotel procedures relating to the bar and service of alcoholic beverages and conduct staff training sessions accordingly
* Maintain set restaurant standards and ensure that the highest standards of food and beverage quality and service are achieved in the restaurant
* Demonstrate perfect knowledge of all food and beverages served in the bar and restaurant and their preparation and presentation
* Assist with monthly management meetings of senior Team Members
* Attend monthly communication meetings with all Team Members
* Work in cooperation with the Head Chef on new products, menus, promotions and other related activities
* Work with F&B Cost Control to ensure stock takes are carried out in a timely manner and ensure food and beverage cost control targets are maintained

**2008 - 2014**

Burj Al Arab Hotel – Jumeirah Group

Outlet Manager Sahn Eddar - Asst Outlet Manager Al Mahara, Al Muntaha

* Flag ship Restaurants of the only 7\* Hotel in the world
* AED 3.5 million monthly Restaurant & Bar Business (Al Muntaha)
* Leading and Developing a Team of 38 (Al Mahara and Al Muntaha)
* Achieved one of the highest average check (600AED)

**2006 - 2007**

Burj Al Arab Hotel – Jumeirah Group

Team Leader at Sahn Eddar Restaurant

* Supervises effectiveness of workflow and sequence of service during service periods and provides constant hand-on support
* Conduct performance evaluation of colleagues, training of colleagues, guidance, coaching and counselling of colleagues
* Ensure opening and closing checklist are completed on a daily basis
* Maintaining monthly stewarding inventory and analyzing variances
* Conducting Maintenance walk around in the outlet with engineering team

**2004 - 2006**

Soviva Hotels and Resorts Sousse, Tunisia

Senior Waiter at Soviva Hotel

* Day to Day Operations
* Assisting Management on Training and Development of the Team
* To assist the Restaurant Manager in setting up and implementing policies and procedures in the form of a Standards Of Procedures Manual necessary to run a 2 Rosette Restaurant and make sure they are followed

**Achievement:**

* Achieved the best afternoon tea Time out Magazine 2013
* Participated in Dilmah Real High Tea competition (Silver Medal)
* Recognized by the GM for achieving the highest Number of Positive Feedback – 7 times

**Education:**

•German Institute (Deutsch Als Fremdsparche)

•High Institute of Tourism

•Bachelor level in Literature Sousse College (June 2002)

**Training:**

* Techniques of Service
* Wine Training
* Food Hygiene (HACCP)
* Complaint Handling (Preventive and Corrective Action)

**languages:**

* Arabic – Fluent
* English – Spoken and Written
* French – Spoken and Written
* German – Spoken and Written

**References:**

References are available upon request.