

Nahia Abdallah Janjy



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PROFILE & OBJECTIVES

Profile Self-assessment:

- Can work individually or within a team
- Have an analytical mindset, eager to succeed and grow, high attention to details through research and high curiosity in learning fast

Objective:

- Aiming at handling projects autonomously through diversified exposure on different types of projects and generic assignments

Experience

<p>Food For Thoughts (freelance F&B consultant in Jeddah KSA)</p>	<ul style="list-style-type: none">• Create a floor and bar service flow charts and systems.• Training employees on service flow and menu knowledge.• Helps the client in creating a brand strategy and marketing support.• Follow up on performance with clients on monthly bases using monthly status reports.• Carry out a quarterly business reviews with restaurant and operation managers.• Provide Market knowledge on competitors and Marketing trends within the hospitality sector.• Develops collaborative work relationships with team members, peers, trainees, and supervisors to enhance effectiveness and improve personal/group productivity.
<p>Restofair Lebanon (specialized in equipping Horeca sector in RAK porcelain, cutleries, and glassware) Shop Manager</p>	<ul style="list-style-type: none">• Follow up orders from suppliers.• Display of Merchandise at the retails shop.• Back office work on system.• Pricing new item and PLU Set up.• Choosing new brands and collections.• Preparing article on new brands for magazines.• Monthly inventories.• Market studies regarding competitors and market demands.

<p style="text-align: center;">Relais Foche BHC1 (French bistro managed by BHC solidere) Floor Manager</p>	<ul style="list-style-type: none"> • Responsible of the restaurant staff members. • Weekly schedule, section rotation, attendance and payroll. • Maintain high quality of service. • training employees on service and menu knowledge. • New weekly special menus costing and pricing. <p>Prepare all outside caterings</p>
<p style="text-align: center;">Moti Mahal (Indian restaurant) Manager In Charge</p>	<ul style="list-style-type: none"> • Hiring the opening team and key positions. • Preopening staff training, menu knowledge. • Create floor and bar operating system. • Create back office system database and handle all work related to POS. system back office work. • Set Deals with all related suppliers. • Follow up on the printing of collateral material to assure the identity is followed and respected. • Day to day operation. • Maintain customer satisfaction.
<p style="text-align: center;">Ahwet el Set (Lebanese restaurant) Restaurant Manager</p>	<ul style="list-style-type: none"> • Manage opening duties. • Follow with guests complains and recommendation. • Hires New employees. • Responsible of the Omega system (full knowledge of back office, POS, troubleshooting, adjustments....). • Maintain the quality of services and ensure that all standards are followed. • Day to day operation flow and service.
<p style="text-align: center;">Bliss 3000 furnished studios (Furnished appartments) Operation Manager</p>	<ul style="list-style-type: none"> • Set dorm rules and regulations. • Maintain the resident's safety and follow up with their needs and requirements. • Follow up with marketing and advertising company for all new campaigns and printing material. • Set deals with suppliers. • Responsible of the Omega system (full knowledge of back office, POS, troubleshooting, adjustments....). • Study and planning for any new project (ideas, troubleshooting problems and find solutions). • Follow up with housekeeping and make sure to follow all hygiene rules and standards.

National Catering and Support Services Jordan
(Jordanian company that has the franchise of Kabab-ji
restaurant and Café Najjar Gourmet)
Operation Manager/HR manager

- Set all Café Najjar Menus, Promotions, Creation of new blends of coffees and coffee drinks.
- Maintain the quality of services and ensure that all standards are followed.
- Follow with guests complains and recommendation.
- Follow up with marketing and advertising company for all new campaigns and printing material.
- Set deals with suppliers.
- Coffee whole sale to companies and banks.
- Responsible of all outlets monthly inventories and check any variance that might occurs.
- Hires new employees.
- Monthly salaries.
- Responsible of the Omega system (full knowledge of back office, POS, troubleshooting, adjustments....).

Assistant Manager at La Posta Gourmet (Medi Resto)

H/R coordinator in Lazy B (Medi Resto), Jiyeh, (closed due to the war)

Captain Waiter at Salmontini (la maison du saumon), Ashrafieh.

H/R coordinator in La Posta Restaurant, Maarad steet, Down Town

Waitress in Coté Parc Restaurant, Avenue du parc, Biel area.

Waitress in all F&B outlets of Beirut Marriott Hotel, Jnah

Kona Kai (Chinese restaurant), Champions (sports bar), Palms Brasserie,
Waves (pool snack bar), and a 2 months training in Marriott hotel kitchens.

EDUCATION

Lebanese University (LU) – Tourism & Hospitality Management (2002 - 2006)

Beirut, Lebanon

- Completed studies in Hospitality and Tourism Management
- Conducted successfully all required operational and administrative trainings
- Developed all detailed reports related to the above trainings

Ecole Zahrat El Ihsan(1989- 2001)

Beirut, Lebanon

Baccalaureate in Sociology & Economics

PERSONAL

Born on July 25th 1984

Excellent health

Native Lebanese