

Summary



To be able to enhance and develop my knowledge and enrich my experiences. Enthusiastic, ambitious, highly motivated with excellent learning abilities & creativity. Client oriented & with good managerial capabilities. I can work in a team as well as on my own.

Qualifications



Completed 11 years in hotel service.
Well experienced in Banquet.
Hardworking, creative and competent individual.
Have knowledge in computer jobs and skills.

Education



Bachelor Degree Hotels & Management (Amon College)

Personal info



Birth Date: 12 October 1986

Age: 30

Nationality: Jordan Residence

Country: Amman - Jordan

Driving License Issued From: Jordan / Qatar

Marital Status: Married

Ahmad Wishah



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00962777829002 Jorden What's up.
00974 66407913 Doha Qatar



WORK EXPERIENCES:



Truffle Hospitality Ops Manager (Running 4 restaurants & 3 caravans in Doha, Qatar) still on duty,

Supervise all the restaurants activities and ensure compliance to all company standards to increase all sales of labor costs and prepare various reports accurately and within timeframe.

Prepare estimates of all food and beverage costs and coordinate with corporate staff and assist to purchase all required supplies and place required orders for all distributors and ensure response to all complaints.

Ensure compliance to all security procedures and design strategies to protect all employees and customers and design strategies to reduce injuries to staff and prepare various accident reports.

always Manage all restaurants operations and schedule all process and maintain cleanliness at all times and assist to resolve all complaints and maintain food quality and perform regular interviews with all employees.

Perform orientation and provide training to all new Managers Assistant Mgr on restaurant processes and determine appropriate feedback from employees and maintain all restaurants plans.

Banquets & Conferences Operations Manager (Rotana Amman 2017-2018)

A responsible for directing assistant banquet managers, captains, servers, and a set-up department in the day-to-day operations of a banquet department; management of a banquet department; maintaining quality standards; and anticipating and fulfilling the expectations of guests as outlined in banquet event orders.

Additionally, accountable for long- and short-term planning and the day-to-day operations of my banquet department along with implementing and monitoring the department's budget and managing expenses within budget constraints. And must supervise human resources for the banquet department to retain and motivate associates; hire, train, and develop employees; conduct performance and salary reviews; resolve problems; provide open communication vehicles.

Specialty Outlet Manager (Banana Island Doha resort by- Anantara)

Started pre-opening team July 21, 2014 – till December 2016,

Analyses and plan restaurant sales levels and profitability; organize marketing activities, such as promotional events and discount schemes; prepare reports at the end of the shift/week, including staff control, food control and sales; create and execute plans for department sales, profit and staff development; set budgets or agree them with senior management; plan and coordinate menus; coordinate the operation of the restaurant during scheduled shifts; recruit, train, manage and motivate staff; respond to customer queries and complaints; meet and greet customers, organize table reservations and offer advice about menu and wine choices; maintain high standards of quality control, hygiene, and health and safety; check stock levels, order supplies and prepare cash drawers and petty cash.

Skills



- P&L Budgeting and costing
- Team coaching level
- Computer literate (Microsoft Word, Excel, PowerPoint, Emailing and surfing internet)
- Arabic Speaking as mother native language, English speaking fluently,
- Professionnalisme.
- Ability to work as a team member.
- Communication skill.
- Excellent negotiation skills.
- Monitoring stock levels.
- Observes deadlines & achieves result.
- Demonstrated skills to use time effectively.
- Allocates appropriate time & resources for completing work.
- Adjust priorities as required.
- Planning & Organizing.
- Creativity.

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Assistant Banquet Opérations Manager (Kempinski Dead Sea)

September 27, 2008 – June 08, 2014,

Directly responsible for banquet and conference area, insure smooth able and profitable operation framework of our probity. Liaison with conventions & sales to ensure that our clients requirements are satisfactory with exceed their demands. Conduct timely effective staff briefing daily to ensure that correct info passed through the service and the supervision standards is being maintained. Achieve departmental budget goals by maintain profits through increasing the sales revenue and efficient cost expenditure. To be responsible for the banquet's departments financial impact on the monthly catering department profit & Loss statement. Accordantly forecasting business demands to ensure efficient staffing and food production implemented. To be Aware always of the hotel statutes

Bartender (Marriott Dead Sea)

May 09, 2006 – September 20, 20

CERTIFICATIONS

- First Aider certified (Training conducted at Doha – Qatar)
- Haccap Certified (Training conducted at Dead sea-Jordan)
- Train the Trainer Certified (Training conducted at Dead sea-Jordan)
- Recruitment & Selection Certified (Training conducted at Doha – Qatar)
- Sales Blitz certified (Training conducted at Doha – Qatar)

REFERENCES

I am happy to offer additional references when they are required.

HOBBIES

- Surfing
- Swimming
- Travelling
- Walking
- Watching Movies