

# BASSAM HAWCHAR

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A business management graduated with Masters' degree specialized in Human Resources, and 10+ years of experience in restaurants field. I am seeking a challenging position where I can utilize my expertise and knowledge and contribute to the corporate goals and objectives and to the growth and image of the company.

## WORK EXPERIENCE

### EL-FAROUK SCHOOL

Sir Danniyeh, Lebanon

#### Administrative Supervisor

Apr3,2024-Present

- Organizing training programs to enhance staff skills.
- Addressing issues and concerns of staff members.
- Tracking student attendance and addressing absenteeism.
- Handling student disciplinary issues and implementing appropriate consequences.

### World Food Program

Tripoli, Lebanon

#### Central Arab Statistical Network CASN

Mar22,2024-Present

- Managing emergency states such as disaster response crisis management, emergency preparedness.
- Supplying chain management, transportation, warehousing.
- Getting knowledge of nutrition science, food security, and public health.
- Using various software applications and systems professional.

### AL- RIBAT ASSOCIATION

Tripoli, El-Badawi, Lebanon

#### WAR-CHILD ADMINISTRATIVE COORDINATOR OUTREACH

Jul14,2021- Feb15,2024

- Managing budgets, communicating with staff or clients who need assistance, and keeping organized records.
- Maintaining effective workflows in an organization through efficient management across various departments within an organization.
- Working on surveys and statistics programs.
- Using Kobo applications and entering data.

### FIFA World Cup

Lusail Stadium, Qatar

#### VIP Suites Logistics Supervisor

Nov21,2022-Dec18,2022

- Supervised and coordinate all logistical operations for VIP suites, ensuring seamless guest experiences and efficient operations.
- Managed a team of logistics staff to ensure timely delivery of guest amenities, luggage, and other items.
- Developed and implemented efficient logistics procedures to optimize workflow and minimize costs.

### Abdul Rahman Hallab & Sons

Tripoli, Lebanon

#### Assistant Manager

Jun20,2020-Feb18,2021

- Provides a positive customer experience with fair, friendly, and courteous service
- Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.
- Resolves customer issues and answers questions

### Al Tanmiya Technical Institute

Kafrchelin, Sir Dannyieh, Lebanon

#### Instructor

Oct,2017-Jan,2020

- Teaching math and hospitality courses
- Teaching oenology, human resources, front office courses
- Meeting and working with other teachers and supervisors to discuss school policy.

### Jiran Al Amar Resto-Cafe

Sir Danniyeh, Lebanon

#### Restaurant Manager

May 2018-2020

- Oversee team performance, Hired and onboarded new employees. Ensured and measured guest satisfaction
- Mediated problems to ensure that staff cooperated and created the best possible experience for guests.
- Reordered supplies and negotiated rates and contracts with vendors

### GWR

Majzoub\_ Beirut, Lebanon

#### Mystery Shopper

Jun,2017-May,2018

- Oversee team performance, Hired and onboarded new employees. Ensured and measured guest satisfaction
- Mediated problems to ensure that staff cooperated and created the best possible experience for guests.
- Reordered supplies and negotiated rates and contracts with vendors

### Le Gout Restaurant

Sir Danniyeh, Lebanon

#### Floor Manager

Jun,2015-Jun,2017

- Supervise and check customers' orders during preparation and delivery
- Responsible of smooth work of the kitchen team and manages the delivery of goods and services to be up to customers' expectations
- Set shift schedules, hire and train staff, perform opening and closing duties

### Le Royal Restaurant

Dbayeh Beirut, Lebanon

#### Captain Waiter And Supervisor

May,2013-May,2015

- Extensive knowledge of food and wine pairings, menu items, and standard service.
- Handling customer inquires and complaints with excellent communication skills, solving problems and conflicts.
- Managing multiple tasks simultaneously and prioritizing responsibilities.

### Babel Restaurant

Amshit, Lebanon

#### Floor Supervisor

Feb,2012-Oct,2013

- Overseeing daily operations, including scheduling, staffing, and inventory management.
- Managing budgets proficiency, tracking revenue and expenses, and analyzing financial data.
- Ensuring adherence to quality standers and procedures.

**Phoenicia International Hotel Beirut**  
**Floor Supervisor**

**Beirut, Lebanon**  
**Jun,2010-May,2012**

- Building strong interpersonal relationship with staff and customers.
- Handling unexpected situations and adjust to changing circumstances.
- Maintaining a professional demeanour and appearance at all time.

**EDUCATION**

**Jinan University**

Masters' Degree in Business Management Specialized in Human Resources

**Abou Samra, Lebanon**  
**2021-2022**

**AUL Art Science Technology University of Lebanon**

Bachelor Degree In Business Management

**Tripoli, Lebanon**  
**2018-2021**

**HIT Hospitality Institute of Tripoli**

LT- Licence Technique Supérieure In Hôtel Management

**Tripoli, Lebanon**  
**2017-2018**

**TRAINING**

**AL Ribat Association**

Child Protection, **Jun,2021** | Integrity Training, **Aug,2021** | PFA, **Oct,2021** | CSI training: Pre-test and post-test, **Sep,2021** | SBC, **Feb,2022**

**Tripoli, El Badawi, Lebanon**

**Siak Organization**

How to build the project (Marketing, Human Resources, Business Management), **Dec2019-Dec,2020**

**Tripoli, Lebanon**

**VOLUNTEERING**

**Save The Children**, Agenda Teacher, **Nov,2016-Jun,2017**

**Beyond Association**, Field Supervisor, **Aug,2015-feb,2016**

**Beyond Association**, coordinator, **Jun,2014- Jun,2015**

**Relief International**, Social worker, **Sep,2012- Mar,2013**

**PROJECTS**

**Dirassa Project, Al Farouk School with War Child Organization, Sir El Danniyeh, Lebanon, April,2024-Present**

- Creating and managing teacher schedules, including assigning classes and workloads.
- Monitoring student progress and addressing any academic concerns.
- Participating in the development and implementation of school and organization policy.

**Freelance Projects, 2021-Present**

- Project evaluation and control.
- The impact of the economic environment on the success of administrative decisions.
- The management processes.
- The relationship connecting performance excellence, strategy making, and organizational theory.
- The effect of Russian Ukrainian war on economic environment of business.
- Quality teamwork.
- The impact of work life balance on employees' loyalty in the fast-food industry the case of FKC.
- Performance appraisal effectiveness and employees' satisfaction of five stars hotel the case of Gefinor Rotana.

**SKILLS**

- Leadership
- Time management
- Teamwork
- Team building
- Communication skills
- Problem solving
- Financial management
- Inventory management
- Organization
- Customer service
- Microsoft word
- Microsoft office
- SPSS
- License driver

**LANGUAGE**

**Arabic:** native

**English:** advanced

**French:** advanced