

Ziad Ihab El Kerdany

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Objective

To utilize me hospitality and food & beverage experience and knowledge in a challenging environment to lead me into a higher career path.

Personal information

Date of Birth : 30th September 1985
Sex : Male
Nationality : Egyptian
Military status : Exempted
Marital status : Single



Language Skills:-

Arabic: Mother Tongue

English: Fluently spoken and written

Computer Skills:

- Opera PMS
- Loutis Notice
- Apple Operations
- Micros
- Material Control
- Presentation Design
- Fidelio
- Microsoft Office
- Web Design

Educational Background:

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|----------|---|---|------------------------------|
| Name | IMI Hospitality Management Institute | Manchester Metropolitan University | Universal American School |
| Major | Hospitality Management | Hospitality Management | American High School Diploma |
| Grade | BA with Honors | BA with Honors | A- |
| Year | 2005 | 2005 | 2001 |
| Location | Luzern, Switzerland | Luzern, Switzerland | Kuwait, Kuwait |

Professional Experience:-

Food & Beverage Outlets Manager & Director of Meetings

Reporting to: Hotel Manager

IHG – Dubai Festival City Complex 4/2012

In charge of both kitchen and service as well as events, I oversee 3 outlets, room service and meetings space. My duties include but are not limited to insuring quality of service and food, maintaining HACCAP, budgeting, P&L analyses and training. I have managed to pull up the quality of F&B division to rank number 1 AMEA for the full year of 2012 as an average while being the best in class the 12 month of the year.

Food & Beverage Manager – Projects

IHG – Dubai Festival City Complex 2/2011

Reporting to: Executive Assistant Hotel Manager

In charge of launching new projects and re-launching existing ones, over looking the operation in the 4 properties all in all 19 outlets. Conducting training and development to the F&B division in the 4 properties. In charge of all concerts and large event.

Assistant Director of Food and Beverage

**Kempinski Nile Hotel Garden City 11/2009
(Opening) 01/2011**

Reporting to: Director of F&B

Managing, launching and successfully positioning 10 outlets in Cairo market. Assisted at all pre opening and opening activities, budgets, mass recruitment, training, concepts, menu design, menu engineering, OSE, SOP, pick up charts, check lists and quality assurance.

Executive Food & Beverage Management Trainee Fairmont Towers Hotel (Conference Center Hotel)

In Charge of Banquets Operations and acting AF&B

10/2008 – 10/2009

Reporting to: General Manager

My main responsibility is to be involved in day to day operations in “acting” **Management** positions, ensuring that all Standard Procedures, Rules and Regulations, the Quality & sequence of Service are highly implemented and emphasized by the Colleagues. I facilitate all guest needs and expectations in the assigned Food & Beverage outlet by providing exceptional service. I am responsible for the entire operation in the absence of the Director of F&B. In addition to that, I support any activities, programs and events of management. During my training I have assisted in the management of over 3000 pax conference facility, the Aqua El Luce main Italian all day dining for (132 Pax), Fuze Lobby Bar (144Pax), Pizza Pool Bar (78Pax), Café Heliopolis (77Pax), stewarding and in room dining.

Assistant Front Office Manager in Charge

**Fairmont Towers Hotel (Conference Center Hotel)
(Opening) 10/2007 – 10/2008**

Reporting to: Director Of Rooms

Leading: 8 section heads, 4 duty mangers, 6 supervisors, and over 70 colleges.

My main responsibility was to be involved in all duty mangers and section heads of all front office sectors (Reception, guest relations, concierge, bell desk, business center, royal service, health club). Ensuring all standards of the operation is followed. Support Director of rooms in all aspects of operations and replace him fully in his leave. My day-to-day duties included Hotel corrective walk through, quality assurance, daily reports critic, creating GM daily reports, room check, welcoming top VIP guests and handling guest complains

Director of Operations

**ProCon Hospitality Consultancy (www.ProCon.cc)
05/2007– 10/2007**

Reporting to: Chief Operating Officer

Leading: 9 Trainers, 5 managers, 10 Assistant Managers, 20 Supervisors and over 300 colleges.

- **General Responsibilities:-**
- Assisting the Front office manager & director in all operational aspects.
- Leading and coaching all colleagues and leaders in all sections.
- Overall recruiting, staffing, training, briefing and scheduling ensuring adequate staffing levels to satisfy guest needs.
- Commenting of Daily Reports
- Corrective Hotel Walk Through
- Critic the end of day reports
- End of month critique
- Assisting in front office strategic planning, creating training programs, audits, and colleague review.
- Implementing all front office service standards.
- Handle all top VIPs
- And more...
- **Achievements:**
- Opening of Hotel Property and Front Office with all sectors and units.
- Awarded number 1 JD power score company wide for the year 2008
- Created and implemented Front Office training programs.
- Created and implemented Front Office SOP.
- Best up seller 3 month consecutively.
- Created Front Office sections check lists and reports.
- FPC appointed manager and trainer.
- Appointed Front Office department designated trainer.
- Created In Car check in program.
- And more...

My main responsibility was to direct all divisions of the company that included Training, Recruitment, Hotel & Outlet openings Task Force, Event Planning, Mystery Shopper and Consultancy. My duties were to create new accounts, insuring contracts are followed and exceeded and promote and up sell other company long-term services. More over conduct daily operations meetings, CEO reports and handling any company concerns.

Director of Conferences & Social Events

**ProCon Hospitality Consultancy
(Opening) 01/2007-05/2007**

Reporting to: Director Of Operations.

Leading: 1 Manager, 2 Assistant Managers, 4 supervisors and over 25 colleagues

My Day to day duties were to direct and run all Conferences & Social Events. In more details I was handling all the function from deal day to clear day, that included set up, kitchen, service, AV, flowers, sound, light and over all function organization.

Concierge Agent

01/2006-01\2007

Four Seasons Hotel First Residence

Reporting to: Chef Concierge

My main duties were to handle all guest inquires about the city and promote tours and outings that will best serve them.

Professional attributes:-

- 2012 no1 AMEA Crowne Plaza - F&B division
- Jazz Festival 2011 Dubai
- Opening of the Fairmont Towers Hotel Cairo
- Opening the Kempinski Nile Hotel Cairo
- Awarded No. 1 JD Power score for best hotel for the year 2008 Fairmont Towers
- Gallup Certified perceiver (FSI) for heart of house (honors), front of house, culinary and management level
- Certified Trainer by Fairmont hotels and resorts
- Certified in interaction management
- Brining brand to life Champ. Awarded in the year 2008 a top 50 company wide idea.
- Achieving 3 month in a row highest up seller at Fairmont Towers Hotel front office.
- Certified in Web design from the higher institute for hotel and tourism management.
- Opera operating system trainer
- Micros system trainer
- Fidelio system trainer
- Awarded for fine service by the Chaine Des Rotisseurs
- Food & Beverage Departmental Trainer
- Material Control Trainer
- Front Office Trainer
- FPC Trainer (Loyalty Program)
- FAME Cocktail Trainer
- Completed over 50 Management FSI and 100 colleague
- Opening of Diamond Hotel (EL MASA)
- Managing the EuroMoney Conferences for the year 2006, 2007.
- Arab League President IMI Luzern, Switzerland.
- Awarded 1st Position Bar Show IMI Luzern, Switzerland
- Concierge Training Four Seasons First Residence Hotel
- Sales Training Savoy Sharm El Shekh Resort

References to be furnished upon request

Thank you for your time and interest.

Best regards,

Ziad El Kerdany