
EZZEDINE JEBALI

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PROFESSIONAL SUMMARY

Dedicated, hardworking restaurant management professional with extensive daily planning and operations experience. Skilled in staff training and development.

WORK HISTORY

Assistant restaurant manager, 05/2023 - 02/2024

Group D Restaurant - Québec, Quebec

- Quickly identified problem situations, skilfully resolving incidents to maintain satisfaction of involved parties.
- Clearly and promptly communicated pertinent information to staff, maintaining knowledgeable service teams.
- Organised special events and functions, including receptions, parties and corporate lunches.
- Recognised and formally acknowledged outstanding staff performance, boosting team morale and productivity.

Food and beverage supervisor, 08/2022 - 05/2023

waldorf astoria hotel - doha, qatar

- Identified and maximised upselling opportunities to increase sales and profits.
- Liaised with chef on duty to provide seamless food service and communicated with head chef to provide feedback on same
- Recognised and formally acknowledged outstanding staff performance, boosting team morale and productivity.
- Controlled food and beverage inventory, strategically ordering supplies and anticipating consumer demands to prevent out-of-stock items.

Restaurant supervisor acting as manager, 11/2020 - 10/2021

Ennabi grill restaurant - Dammam, ksa

- Strategically planned and reviewed restaurant staffing levels based on evolving service demands.
- Ensured exceptional health and safety standards by closely monitoring restaurant operations.
- Led motivated teams of front- and back-of-house staff, achieving high-quality standards and service.
- Recognised and formally acknowledged outstanding staff performance, boosting team morale and productivity.

Restaurant supervisor, 04/2017 - 06/2020

Le Pain Quotidien - doha, Qatar

- Strategically planned and reviewed restaurant staffing levels based on evolving service demands.
- Led motivated teams of front- and back-of-house staff, achieving high-quality standards and service.
- Ensured exceptional health and safety standards by closely monitoring restaurant operations.

- Conducted training sessions with staff in POS system and restaurant best practices, improving workforce talent and efficiency.

Waiter bartender, 08/2012 - 04/2016

Croisiere de France - marseille, FRANCE

- Retained in-depth bar and menu item knowledge, providing expert recommendations to suit guest taste.
- Engaged with guests to create positive rapport, encouraging loyalty and repeat visits.
- Performed bar closing duties, thoroughly cleaning, sanitising and replenishing stock.
- Maintained bar stocks, replenishing daily as necessary.

Waiter, 07/2011 - 07/2012

The Sallon - sousse, tunisia

- Processed cash and card payments promptly, minimising customer waiting times and enabling swift table turnarounds.
- Regularly communicated with kitchen and bar staff to maintain smooth front of house operations, minimising potential service delays.
- Provided friendly, courteous service, maximising positive customer satisfaction ratings.
- Calculated charges, issued bills and collected payments, processing accurately to avoid till discrepancies.

SKILLS

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| • Staff development | • Food preparation and safety |
| • Problem solver | • Customer service |
| • Service-orientated | • Cost-controls |
| • Kitchen equipment operation and maintenance | • Recipes and menu planning |

EDUCATION

Diploma of Higher Education: Catering Mangement , 09/2008 - 06/2011

Institut Superior And Professional of Tourisme - SOUSSE TUNISIA

LANGUAGES

English

Fluent

French

Fluent

Spanish

Beginner