



SARI HAMAD BOU DIAB

Nationality: Lebanese

Living in United Arab Emirates

Phone Number: +961 71 20 36 02 / +971 55 152 5813

Mail Address: sariboudiab.nlp@gmail.com

Several years of experience as a restaurant manager have allowed me to develop core skill; excellent customer service and people management skills. I am currently searching for a full time job where I can be an added value to the team and company's success.

EXPERIENCE

2020 – PRESENT

NLP COACHING, FREELANCE

Coaching more than twenty clients, some with critic problems, and encouraging and helping others to be more optimistic and confident in their lives.

2023

RESTAURANT MANAGER, AL ASEEL LEBANESE

Train new and current employees on proper customer service practices.

Respond efficiently and accurately to customer complains.

Organize and supervise shifts.

Appraise staff performance and provide feedback to improve productivity.

Estimate future needs for goods, kitchen utensils and cleaning products.

Recommend ways to reach a broader audience.

2019 – 2022

INSPECTOR, MOUNT LEBANON AND BEIRUT WATER COMPANY (EBML)

Ensure all water lines are working properly, and engage with customers to validate any issues or complains. Inspect for any illegal activities in the water pipeline.

2013 - 2018

OWNER OF SMALL BAKERY

Bake Lebanese Mankoushi and snacks.

2010 - 2013

RESTAURANT SUPERVISOR

Ensure food safety and compliance with regulations.

Checking that diners are satisfied with their meal and service.

Handling services issues and costumers complains.

Monitoring cash and transcription.

References Available Upon Request

2008 - 2010

WAITER

Greet and guide customers to their tables.

Taking customer orders and delivering food and beverage.

Deliver checks and collect bill payments.

Prepare tables by setting up linens, silverware and glasses.

Offer menu recommendations upon request.

EDUCATION

FEB, 2021

HYPNOTHERAPY, AL KHAWARIZMI INSTITUTE

JAN, 2021

BODY LANGUAGE, AL KHAWARIZMI INSTITUTE

DEC, 2020

MASTER PRACTITIONER OF NEURO-LINGUISTIC PROGRAMMING – AMERICAN BOARD, AL KHAWARIZMI INSTITUTE

JULY, 2020

PRACTITIONER OF NEURO-LINGUISTIC PROGRAMMING - AMERICAN BOARD, AL KHAWARIZMI INSTITUTE

MARCH, 2020

WATER DISTRIBUTION LEVEL 1, ACWUA JORDAN

SKILLS

COMPUTER SKILLS

Microsoft Office Apps.

LANGUAGES

ENGLISH: VERY GOOD

ARABIC: FLUENT

JOB RELATED SKILLS

- Organization
- Decision making
- Problem solving
- Time management
- Team management
- Leadership
- Communication
- Honesty
- Patience

References Available Upon Request