

MAGED MOUNIR

FOOD & BEVERAGE SUPERVISOR



Ref : H0005

Seasoned Food & Beverage Supervisor with 10+ years of experience in luxury hotels (Fairmont, Four Seasons, St. Regis). Expertise in Asian, Italian, and International cuisines, staff training, and operational excellence. Proven leader in achieving top guest satisfaction scores and audit compliance.

EDUCATION

- Bachelor of Commerce | 2018

TRAINING

- Daily Report Revenue (DRR) Course
- First Aid & Safety Certification
- How to Manage the Floor Course
- Breakage Prevention & Cost-Saving Training
- Wine Smoler Training

ACHIEVEMENTS

- Ranked Saigon Restaurant #1 on TripAdvisor through service excellence.
- Achieved 95.8% in IQA audit (Fairmont's internal quality assessment).
- 4x "Star of the Month" for leadership and guest satisfaction.

WORK EXPERIENCE

Food & Beverage Supervisor (Asian Cuisine)

Fairmont Nile City, Cairo | Jan 2025 - Present

- Supervise daily floor operations, ensuring seamless service and guest satisfaction.
- Support and mentor staff, optimizing teamwork and performance.
- Conduct pre-shift briefings, assign side duties, and inspect equipment functionality.
- Manage closing procedures, including financial reconciliations and safety checks.

Shift Leader (Asian Cuisine)

Fairmont Nile City, Cairo | Jan 2022 - Dec 2024

- Led shifts with 15+ staff, ensuring adherence to SOPs and service standards.
- Trained employees on breakage reduction, saving 20% in operational costs.
- Coordinated with kitchen teams to maintain timely food delivery.

Captain (Italian Cuisine)

St. Regis Hotel, Cairo | 2021 - 2022

- Oversaw fine-dining service, maintaining 5-star guest experience standards.
- Managed wine pairings and guest special requests.

Server Roles

Four Seasons Hotels, Giza | 2020 - 2021

- Served in Lebanese cuisine, mastering menu knowledge and guest rapport.

Fairmont Nile City, Cairo | 2014 - 2020

- Server, Lebanese Cuisine (2014-2017)
- Pool Server (2017-2018)
- Server, International Cuisine (2018-2019)
- Breakfast Server, Italian Cuisine (2019-2020)

LANGUAGES

- English (C2 Proficient) | Arabic (Native)

KEY SKILLS

- Restaurant Operations & Floor Management
- Staff Training & Breakage Control
- Guest Conflict Resolution (5-Star Standards), How to Handel the guest complain
- Inventory & Equipment Audits
- DRR (Disaster Risk Reduction) & First Aid Certified

CORE COMPETENCIES

- Restaurant Operations Management - Expertise in overseeing daily operations, workflow optimization, and quality control in high-volume luxury establishments
- Team Leadership & Training - Proven ability to mentor staff, conduct training programs, and foster professional development
- Guest Relations Management - How to Handel the guest complain - Exceptional conflict resolution skills with focus on maintaining 5-star service standards
- Floor Management - Comprehensive knowledge of service flow, table management, and shift coordination
- Inventory & Cost Control - Skilled in breakage prevention, equipment maintenance, and operational cost reduction
- Quality Assurance - Experienced in implementing and maintaining audit compliance (IQA 95.8% score)
- Multicuisine Proficiency - Extensive experience in Asian, Italian, Lebanese, and International cuisine service
- Safety & Compliance - Certified in DRR (Daily Report Revenue) and First Aid protocols

REFERENCES

- All Available Upon Request.