



MOUNSSIF OUZINE

General Manager

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ACADEMIC QUALIFICATIONS

1998 Master in Hotel Business and Administration
Delft University, The Netherland

1994 Bachelor of Culinary Arts and Hotel Administration
Morocco

2012 BOECKER HACCP CERTIFICAT

1992 B.A DEGREE ENGLISH LITERATURE
University Moulay Ismail, Morocco

1990 HIGH SCHOOL DIPLOMA (MAJOR ENGLISH)
Meknès, Morocco

CAREER OBJECTIVE

I started working at the bottom of the scale during my studies that makes me able to manage in very good conditions teams under my responsibility. Extensive Local and International experience in private Hotels and Hotel chains management with committed development in the Operational field, production and budget compliance.

Also in the Corporate, development, implementation and audit of departmental procedures.

Experience in yield, contracting with tour operators and Hotel marketing.

Human resources management and labor relations.

Administrative management, stocks and purchasing.

Control of Operating costs.

Experience in new Openings.

Achieving results with demonstrable achievements in the various companies managed.

KEY COMPETENCIES AND SKILLS

Hotel Management

- ✓ Driving and tracking the Hotels Reservations up selling program.
 - ✓ Responding quickly to any changing market conditions.
 - ✓ Creating positive working environment for hotel staff.
 - ✓ Taking prompt, decisive and corrective action to rectify and hotel or staff.
 - ✓ Achieving guest satisfaction goals.
 - ✓ Creating a cross-trained and motivated employee workforce capable of
 - ✓ Meeting the highest standards.
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- ✓ Possessing knowledge of all relevant software & hotel management IT systems.

✓ Financially astute with the ability to control budgets stocks and P&L.

✓ Making sure all hotel fixtures and fitting are in a safe condition to be used.

Professional

✓ Aptitude in financial management, financial reports and analysis.

✓ Ability to spot issues and opportunities before others.

✓ Extensive knowledge of cask ales, wines and freshly prepared food.

✓ Challenging the status quo.

- Personal**
- ✓ Acting with the highest ethical standards, and always treating others fairly & with respect.
 - ✓ A creative & innovative thinker.
 - ✓ Having a practical approach to problem solving.
 - ✓ Willing to be accountable, liable, & answerable for actions & decisions

✓ A hand **Language**

- ✓ Arab: mother tongue.
- ✓ French: fluently spoken, written.
- ✓ English: fluently spoken and written.
- ✓ Dutch: fluently spoken and written.

CAREER EXPERIENCE

General Manager

Widiane Suite and Spa 5*****
Morocco.

September 2017 up to date

Report directly to the President. Responsibilities include managing all financial activity for a 31 room hotel, 3 outlets, banqueting, 02 conference rooms with annual sales of 5 million. Overseeing the daily functions and setting expectations for engineering, housekeeping, food service and front desk departments and managing 84 employees. Opening preparation for 120 rooms and 7 luxury villas.

- Increased Room and Food & Beverage revenues by 30% over the previous year through the development of new strategies and effective management of programs.
- Secured new business and expanded the client base by planning and executing dynamic marketing and advertising campaigns with trade papers, local newspapers, and the Chamber of Commerce.
- Maximized revenues by increasing the average daily rate (ADR) through Internet based third-party wholesalers.
- Developed, implemented and sustained aggressive solicitation program focusing on increasing business.
- Prepared budgets, marketing plans, and monthly financial reports.
- Developed and completed multi-room renovation project within budget and allotted time.
- Led full responsibility for the bidding and hiring of all contractors for renovation and PIP
- Evaluated and re-negotiated all vendor services contracts, resulting in a 20% annual savings while maintaining quality.
- Analyzed monthly P&L with detailed critique
- Forecasted daily, weekly and monthly to accomplish budgeted revenues
- Implemented guest satisfaction program, allowing hotel to improve standards with scores 90%

General Manager

Gold Zanzibar Beach House and Spa5*****
Zanzibar.

March 2015 - August 2017

A resort of 73 suites, 8 villas, 5 outlets, Room Service 24/24, Thalasso spa and gym ,
2 conference rooms (50pax and 200pax).

Increased revenues 43% from \$4.3M to \$6.2M through strategic planning

Key Responsibilities:

- Increase and maintain the value of the asset
- Owns and manages the relationship with the owner
- Directly responsible for the sales and revenue management strategy and implementation of the hotel.
- Survey, review and analyze competition, market trends, customer needs and comments in order to be proactive and adapt with business intelligence
- Manage the operations of the hotel in order to maximize profitability and to ensure superior guest service and product quality
- Develop, recommend, implement and manage the hotel's annual and long term operations, sales and marketing, capital, revenue, expense and profit goals to meet/exceed owner and corporate management expectations
- Coordinate capital improvement projects maintain/upgrade quality standards and property image
- Ensures optimal compliance with corporate focus audit
- Manages performance issues that arise within the management team
- Conducts a daily briefing with management on current key activities
- Evaluate changes in guest needs, the guest mix and competitive set, to recommend appropriate product/service and operational changes as necessary
- Ensures guest and ambassador satisfaction, while maintaining market competitiveness and exceptional financial performance
- Anticipate and address guest issues and establish proactive processes to promote guest satisfaction
- Ensures compliance with local health and safety regulations

General Manager

(Internal promotion after an interim period of 6 months)

Millennium Kingsgate Hotel4****
Doha, Qatar

Millennium group

JAN 2013 – FEB 2015

140 rooms, 3 outlets, room service 24/24, outside catering, 3 conference rooms (20 pax to 250 pax), gym and spa.

- Planning and organizing accommodation, catering and other hotel services.
- Promoting and marketing the business.
- Managing budgets and financial plans as well as controlling expenditure.
- Maintaining statistical and financial records.
- Setting and achieving sales and profit targets.
- Analyzing sales figures and devising marketing and revenue management strategies.
- Recruiting, training and monitoring staff.
- Planning work schedules for individuals and teams.
- Meeting and greeting Customer.
- Dealing with customer complaints and comments;
- Addressing problems and trouble shooting.
- Ensuring events and conferences run smoothly.
- Supervising maintenance, supplies, renovations and furnishings.
- Dealing with contractors and suppliers.
- Ensuring security is effective.
- Carrying out inspections of property and services.
- Ensuring compliance with licensing laws, health and safety and other statutory regulations.

Deputy Executive Manager in charge of food and Beverage

Millennium Copthorne hôtel Doha 5*****

Doha, Qatar

Millennium group

MAR 2012 – JAN 2013

130 rooms and 10 suites.

5 outlets (all Day dining restaurant, gourmet restaurant, Lebanese, Asian, room service 24/24, outside catering and banquet)

- Define Hotel strategy & management in collaboration with the GM
- Achieve the planned operational profit margins mostly in food & beverage and rooms in cooperation with the room's division's manager.
- Employee management training, productivity & allocation.
- Quality service level & brand standard. Management Team development
- Ensure the relationship between all Departments, rooms, F&B, Engineering & sub departments.
- Standardization of service in all different Departments.

- Budget forecasting, cost control
- Improving the up-selling in all speciality restaurants & Bars. Wines promotions & special cocktails.
- Communication, Leading the staff & motivate the workers. Moral builder.
- Assuring health & safety for employees and guests.
- Co-Preside daily meetings with each department & organize a daily follow-up.

Food and Beverage Manager

Laico Lake Victoria Hotel **5******* (124 rooms)
LaicoHotel Group
Entebbe, Uganda

DEC 2010 – FEV 2012

Responsibilities:

- Restructuring the F&B department
- Leads kitchen management team.
- Supervises and coordinates activities: banquets, outside catering, room service, 3 outlets
- Develops and implements guidelines and control procedures.
- Participates in the budgeting process for areas of responsibility.
- Manages department controllable expenses including food cost, supplies, uniforms and equipment.
- Provide and develop new card menu for all outlets and cycle menus and banquet kits
- Knows and implements the brand's safety standards.
- Monitors the quality of raw and cooked food products to ensure that standards are met.

Executive chef

Hotel Holiday Inn **4****** (384 rooms)
Eindhoven, the Netherlands

Sept 2009 – Nov. 2010

Responsibilities:

- Establishes goals including performance goals, budget goals, team goals, etc.
- Responsible for the smooth running of all the f&b operations.
- I developed new cards menus for all outlets, conferences and outside catering
- Manage, facilitate, coordinate and train the F&B team.
- Organize and manage the entire production process.
- Optimize the management of raw material costs.
- Compliance with HACCP standards.
- Manage all the expenses for the proper functioning of the F&B department.

Executive Sous-Chef (Reopening team)

Hotel Holiday Inn4**** (384 rooms)
Eindhoven, the Netherlands

Nov 2007 – June 2009

Responsibilities in collaboration with the executive chef:

- Leads kitchen management team.
- Provides direction for all day-to-day operations.
- Understands employee positions well enough to perform duties in employees' absence or determine appropriate replacement to fill gaps.
- Provides guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Utilizes interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision making; demonstrates honesty/integrity; leads by example.
- Establishes goals including performance goals, budget goals, team goals, etc.
- Prepares and cooks foods of all types, either on a regular basis or for special guests or functions.

Executive Sous-chef

Hotel Crown plaza5***** (246 rooms)
Maastricht, the Netherland

June 2005 – Oct 2007

Responsibilities in collaboration with the executive chef:

- Provides direction for menu development.

- Monitors the quality of raw and cooked food products to ensure that standards are met.
- Determines how food should be presented, and create decorative food displays.
- Recognizes superior quality products, presentations and flavor.
- Ensures compliance with food handling and sanitation standards.
- Follows proper handling and right temperature of all food products.
- Ensures employees maintain required food handling and sanitation certifications.
- Maintains purchasing, receiving and food storage standards.

Chef Saucier and Chef de Cuisine

Eden Crown Plaza **5******* (238 Rooms)
Eindhoven, the Netherland

Jan 2000 – May 2005

Responsibilities:

- Responsible for production, quality control, scheduling, service.
- In consultation with the executive chef: Making menus and implementation of management directives.
- Organization of the opening of the casino management team.
- Training employees in new techniques and kitchen equipment.

Chef de partie

Restaurant keyzer Palace
Sprang-Capelle, the Netherland

Mei 1999 – Jan 2000

Responsibilities:

- Responsible for preparing & presenting cold starters for the fine dining restaurant
- Assisting with banquets
- Ensuring that the standards of hygiene are maintained & improved where possible
- Training and development of Commis
- Ensuring correct stock rotation & minimization of wastage
- Assisting other areas of the kitchen when required

Cook

Hotel Efteling^{4****}

Kaatsheuvel, the Netherland

Mei 1997 – April 1999

- Assisting in Garde-manger
- Ensuring that the standards of hygiene are maintained & improved were possible
- Assisting other areas of the kitchen when required

N.B: All necessary documents and references will be pleasurably furnished upon request.