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Millennium Hotel Makka  
Al Naseem, Mecca  
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Email address:  
mostafa.frizit@gmail.com

**Personal Information:**

**DOB & PLACE:** 03/05/1976  
Casablanca, Morocco

**Height:** (179cm)

**Passport No:** VP 3629424  
**DOI** – 09/02/2021  
**DOE** – 09/02/2026

**Visa Status:**  
Residence

**Nationality:**  
Morocco

**Language:**  
  
Speaks fluently Arabic,  
French, English and basic  
German & Spanish

**Name : El Mostafa Frizit**

**Competency Summary**

***Experiences:***

\*In a management position where I am in now for more than a decade, leading and coordination with my team is the main key to success which I believe team experience play a very essential role to achieve success. Experience on how you deal with others regardless of nationalities, religion, backgrounds and culture towards one goal to be successful not only in chosen career but also an inspiration to others.

\* Leading staff efficiency and productivity as role model in the service through training, motivational coaching and recognition. To keep their passions by heart & in actions to be a successful individual in future.

\*Knowledgeable in Creating and Implementing standards, training Definition & Development of Concepts.

\* Knowledge in Developing F&B Marketing strategies & plans.

\*Knowledgeable in achieving the budget & forecast MTD & YTD

\*Knowledgeable in Service Standards of Operation system of HACCP

\*Knowledgeable in Reducing Wastage Food Management

***Objectives:***

Seeking a position under F&B Service Manager - in Canada the northern part of America. In charge in Food and Beverage position in International hotel brands where I can further enhance my current adaptable skills and vast knowledge in directing all activities from administration to –day to day operation.

**Career History**

**Director of Food & Beverage**

**Makkah Hotel & Towers- Ex Millennium brand, KSA**

**5\* Hotel 614 rooms and Towers 822 rooms, 6 restaurants, 1 Lounge, 3 meeting rooms and room service**

March 2019 up to present

**Responsibilities:** Establish and executing the critical path for the existing of individual restaurants.

Creation and Implementation of the various standards, training, Definition & Development of Concepts (theme nights, packages, catering services, Grab & go)

*References are furnished upon request*

Developing F&B Marketing strategies & plans  
Developing F&B Promotions Calendar

Achievements: achieved the budget & forecast MTD & YTD while improving the quality of service by effective strategy for both Micro and Macro management with hands on the operation

### Education

**MBA – Business Management – expected graduation on October 2021**

Revised and establish new Service Standards of Operation  
Establish effective system of HACCP in 2 months and launching of ISO 22000-2005 for FSMS.

**1999-2001 Agadir. ISTAH – NVQ in Restaurant and Trade- 2 years**

Establishing new mind set of leadership culture and  
Establishing the Reduce wastage food management for effective control of food cost.

**2013-2014 Cambridge college, Sydney - Business Management Diploma**

Revise all contracts of approved suppliers as well as the prices to be compared with other hotels in competitors  
and advised to add 5% rebate to ensure cost improvements.

**ISO 9001-2008 Certified Internal Auditor**

Increase the staff efficiency and productivity by acting as role module in the service and reinforce on job

**ISO 22000-2005 Certified Internal Auditor & FSMS Quality leader**

training as well as to boost the staff moral by high motivations and recognition.

**Certified Corporate training and development Manager**

### **Director of Food & Beverage**

**Pullman Zamzam Madinah - KSA  
5\* Hotel 836 rooms, 7 restaurants well known for culinary excellence, 2 Lounges, 3 meeting rooms for seminars and conferences.**

**Certificate of Operation Management from Leadership & Entrepreneurship Institute**

March 2015– March 2019

**Certified Advanced level 3 HACCP in Catering from Chartered Instituted London UK**

Responsibilities: Leading with the MD the whole pre-opening for the hotel, with anticipated turnover of 36 Million SR for the operating year budget.

**Certificate in quality management and guest experience.**

Pre-Opening opening responsibility Set and executing the critical path for the pre opening and hotel opening Sourcing, tendering procurement for operating equipment

**Certificate as Advanced nutrition specialist**

Implementation of standards and Brand Requirements Staff sourcing, recruitment, training Definition & development of Concepts ( F&B) Developing F&B Sales & Marketing strategies & plans Developing F&B Promotions Calendar Developing MICE Sales & Marketing strategies & plans Establishing and Controlling

### Computer Skills

**MS Office and Excel Applications, Power Point Software Applications, World**

**Wide Web, Opera,  
Fidelio and other**

**TRAININGS & SEMINAR**

**Accor hotels F&B  
Management Training  
Sanitation and Hygiene  
(HACCP)System  
Training**

**Keys to luxury for  
Managers  
Train the Trainer-  
ACCOR Corporate  
Training Program  
Head of Department-  
ACCOR Corporate  
Training Pro  
Being a MENTOR –  
ACCOR Corporate  
Training Pro  
HACCP & Hygiene in  
Service Industry. From  
UK  
Risk Management  
Strategic Management  
F&B Management  
QM 9001-2008  
FSMS 22000-2005  
Revenue & Yield  
Management  
Strategic Sales &  
Marketing**

**F&B Manager**

**Holiday International & Marbella Resort**

**Sharjah National Hotels.UAE**

**Dec 2013 – January 2015**

Facilities: 4\*Star Hotel with 253 rooms, outlets, meetings rooms, & Ballroom

Website:

[www.sharjahnationalhotels.com](http://www.sharjahnationalhotels.com)

Oversee all front and back of the house restaurant operations.

Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally.

Maintain quality control for all food served.

Analyse staff evaluations and feedback to improve the customer's experience.

Seek ways to cut waste and decrease operational costs.

Generate weekly, monthly, and annual reports

Train new employees and provide ongoing training for all staff and attending quarterly P & L meeting.

**Assistant Food & Beverage Manager**

**MERCURE City Centre Hotel Abu Dhabi as hotel Re-branding Team Abu Dhabi, UAE**

**Sept. 2012 – Nov.2013**

Facilities: 4\* Hotel 215 rooms, 4 restaurants well known for culinary excellence, 3 bars, 3 meeting rooms for seminars and conferences.

Plan, organize, direct, control and evaluate daily operations, Determine type of services to be offered and implement operational procedures, monitor revenues and modifying procedures and prices.

Ensure health and safety regulations are followed, negotiate arrangements with suppliers for food and other supplies, safety regulations are followed.

Negotiate with clients for catering or use of facilities, develop, implement and analyze budgets, participate in marketing plans and implementation, set staff work schedules and monitor staff performance, addressing customers' complaints or concerns, provide customer service, Recruit, training and supervise staff.

## **Beverage & Bars Manager**

### **Melia Dubai as Pre-Opening Team and opening**

#### **Melia Zanzibar, Tanzania task force for F&B department Dubai, UAE**

Sept. 2011 – Sept. 2012 (1 year)

Facilities: Pre opening of the first Spanish 5\* Hotel in Dubai, 164 guest rooms, 3 restaurants

Plan, organize, direct, control and evaluate daily operations, Determine type of services to be offered and implement operational procedures, Monitor revenues and modify procedures and prices, Ensure health and safety regulations are followed, Negotiate arrangements with suppliers for food and other supplies, Negotiate with clients for catering or use of facilities, Develop, implement and analyze budgets, Participate in marketing plans and implementation, Set staff work schedules and monitor staff performance, Address customers' complaints or concerns, Provide customer service, Recruit, train and supervise staff  
Create all menus for the operation  
Fully Setup of all F&B outlet in terms of operating equipment's, glassware, chinaware and silverware  
Successfully setup all room amenities  
Setup all par stock for the operation.

## **Food and Beverage Manager**

### **MGallery Hotel Taiz, Yemen**

Jan. 2011 – Aug/ 2011

Plan, organize, direct, control and evaluate daily operations, determine type of services to be offered and implement operational procedures, Monitor revenues and modify procedures and prices, ensure health and safety regulations are followed, Negotiate arrangements with suppliers for food and other supplies, Negotiate with clients for catering or use of facilities, Develop, implement and analyze budgets, Participate in marketing plans and implementation, Set staff work schedules and monitor staff performance, Address customers' complaints or concerns, Provide customer service, Recruit, train and supervise staff.

## **F&B Outlets Manager**

### **Sofitel Dubai Jumeirah Beach as pre-Opening Team Dubai, UAE**

Feb.2009 – January 2011

Plan, organize, direct, control and evaluate daily operations, Determine type of services to be offered and implement operational procedures, Monitor revenues and modify procedures and prices, Ensure health and safety regulations are followed, Negotiate arrangements with suppliers for food and other supplies, Negotiate with clients for catering or use of facilities, Develop, implement and analyze budgets, Participate in marketing plans and implementation, Set staff work schedules and monitor staff performance, Address customers' complaints or concerns, Provide customer service, Recruit, train and supervise staff.

## **Restaurant Manager**

### **Palace Old Town as pre-Opening Team Dubai, UAE**

Aug .2007 – January 2009

Plan, organize, direct, control and evaluate daily operations, determine type of services to be offered and implement operational procedures, Monitor revenues and modify procedures and prices, ensure health and safety regulations are followed, Negotiate arrangements with suppliers for food and other supplies, Negotiate with clients for catering or use of facilities, Develop, implement and analyze budgets, Participate in marketing plans and implementation, Set staff work schedules and monitor staff performance, Address customers' complaints or concerns, Provide customer service, Recruit, train and supervise staff.

## **Training Manager**

**In Charge of F&B training in Accor Academie Middle East**

**Dubai UAE**

Mar.2005– June 2007

In charge of all Accor corporate training in Middle East

Ensure that training needs analysis is conducted in a timely manner; Conduct all Accor corporate training programs, Introduces Hotel group, Vision, Mission, Philosophy, Monitor training activities, training budgets and generates reports accordingly; Design or Create training materials for in-house training as per training needs and work with training providers to develop suitable course content; Evaluates success of trainings activities, staff developments and make recommendations accordingly to the management; Maintains updated files of external and internal trainings,

Assist the Operation Manager in administering HR policies and procedures, as well as in coaching, implementation, review, recording and communications related to all HR procedures, programs and activities; Oversees library operations; Managing regular staff appraisals and reviews and ensuring staff have opportunities for ongoing development.