BASEL FAOURI

*** * * (Teller)**

Amman, Jordan | baselfaouri7@gmail.com | 0798402976

PROFESSIONAL SUMMARY

Results-driven and dynamic * * * (Teller) with proven expertise in leading high-volume hospitality and retail operations. Demonstrated track record in optimizing daily floor workflows, enforcing rigorous health and HACCP quality standards, and managing inventory control to maximize profitability. Highly skilled in cross-functional team leadership, staff training, and delivering exceptional guest experiences in fast-paced commercial environments.

KEY CAREER HIGHLIGHTS

- 100% .

WORK EXPERIENCE

/ / : • / / (2024-2025) **2023 – Present**

Amman, Jordan

- Directed daily shift operations and supervised floor teams to ensure consistent adherence to service speed and quality standards.
- Streamlined staff task allocation and shift scheduling, reducing customer wait times and turnaround delays by 20%.
- Maintained tight inventory control, FIFO ingredient rotation, and supplier audits, achieving lower operational waste.
- Enforced rigorous hygiene, workplace safety, and HACCP compliance standards, maintaining 100% inspection pass rates.
- Conducted onboarding, structured staff coaching, and conflict resolution, fostering high team retention and morale.
- 100% .

Operations Specialist • [:] **2022 – 2023**

Amman, Jordan

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- 100% .

CORE SKILLS & EXPERTISE

Core Technical & Functional Expertise: Operations Management • Shift & Workflow Optimization • Staff Supervision & Coaching • Floor Operations • Labor Scheduling • Customer Experience (CX)

Tools, Software & Systems: POS Systems (Micros / Toast / Square) • Inventory Management Software • ERP & Cash Handling • Microsoft 365 (Excel / Word) • Digital Reporting Tools

Methodologies & Quality Standards: HACCP Food Safety • FIFO Inventory System • Cost Control & Waste Minimization • ISO 9001 Standards • Occupational Health & Safety

Executive Leadership & Interpersonal Skills: Cross-Functional Leadership • Crisis Management • Conflict Resolution • Strategic Problem Solving • High-Pressure Performance • Effective Communication

EDUCATION

Associate Diploma in Applied Technical Sciences • Amman University College **2026**

Amman, Jordan

Accredited & Verified

LANGUAGES

Arabic (Native) • **English** (Professional Working Proficiency)