



Ayman M. Jarwan

### Contact Information

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### Personal Information

**Nationality:** Jordanian  
**Resident of:** KSA  
**Gender:** Male  
**Marital Status:** Married  
**No. of Dependants:** 3

### Career Objective

To join a reputable organization of the highest caliber in quality and standers, I am looking for a work environment that promotes a culture of innovation, discipline and teamwork. It should allow for development, encourage, responsible, dependency and emphasize on professional behavior. I expect to be rewarded through recognition and opportunities for advancement

### Work Experience

- **Laureate Al-Madinah Tourism & Hospitality College(Dec2015 until now )**  
**Position: Business & Events Managements Instructor.**
  - Prepares daily instructional lesson plans and instructs in a manner consistent with the philosophy, policies, and guidelines of the college.

- Instructs lectures and hands-on classes on campus, off campus or remotely to a standard consistent with the professional standards of the SSS.
  - Works individually as an advisor for students who may need extra help, who have questions about course information, who want career guidance, or who need assistance in their studies.
  - Provide regular and constructive feedback to students in an objective, consistent, and timely manner; evaluates and documents student performance using established methods and criteria; files course grades consistently and without prejudice.
  - With colleagues, prepares, reviews, and revises course guides, syllabi, and appropriate curriculum materials for courses offered at the college, and any other educational materials required.
  - Conducts instruction and table service in an exemplary manner consistent with the professional standards of the college, and within budgetary limits.
  - Teaches assigned courses following the schedule and curriculum provided for each course.
  - Supervises students in delivering quality hospitality and service according to college guidelines.
  - Enforces sanitation principles (appropriate to particular teaching assignment), attendance policies, Institute's Professionalism, Uniform, and Hygiene Policy, and other academic policies.
  - Assumes responsibility for equipment and facilities of the kitchen, bakeshop, pastry shop, dining room, or classrooms.
  - Stays abreast of new developments in the foodservice and hospitality industries; plans on an annual basis, professional development; and strives to accomplish the goals set out in the formal annual plan.
  - Supports the mission and policies of the college as well as the overall strategic direction.
  - Contributes to the growth of the college by serving on committees or task forces, assisting with visitors, recommending students and potential employees, and displaying hospitality.
  - Develops menus, planning documents and organizational plans for conferences, retreats and any other event as required.
- **Technical and Vocational Training Corporation - TVTC - Madinah College Of Tourism & Hotel Management at Al Madinah (Sept 2007 –Jan2015)**  
**Position: Food & Beverage Head Department.**
- The opening of Food and Beverage the Department is the first specialty opens in Saudi Arabia.
  - Contribute to the formation of strategy and plans at Faculty level, through engagement with the Dean, Associate Deans and Faculty colleagues, environment scanning and assessment of opportunities and risks.
  - To ensure delivery of the Department's contribution to Faculty strategic plans.
  - Support and develop academic leadership in the department and wider community.
  - Effective management of all staff in the Education and Research job family, plus Other staff as delegated by the Dean, through the establishment and operation of an effective Departmental leadership team.
  - Appropriate and effective management of the Departmental budgets.
  - Ensuring that Health, Safety and Environmental practice in the Department complies with college policy and regulations.
  - Consultant specialties tourism and hospitality of the General Administration for the design and curriculum development (Food & Beverage).

- Member in the General Committee for Hospitality Programs & Curriculum Development.
- Overseeing the opening of the kitchen and restaurant training.
- The establishment of chefs Club at Al Madinah.
- The establishment of Hospitality Club at Al Madinah.
- Member committees to discuss the National Professional Standards Events managements ,professionally chef,...etc

- **Technical and Vocational Training Corporation -College Of Technology at Al Baha.K.S.A (Sept 2005-Aug2007)**

- **Position: Head Department Tourism& Hotel Management.**
- The opening of Tourism& Hotel Management Department is the first specialty opens at AL-Baha
- Lecturer, Hotel Management Department

- **Arac Yanbu Resort, Yanbu K.S.A (Feb/2005-Jun/2005)**

- **Position: General Manager**

5 star resort, 40chaelts,(two storey chalet with 1 bedroom , 2 bedroom and 3 bedroom)restaurants, 2 café, large conference hall, 2Helth clubs, Diving center, 4500sq .meter of space and landscape and still expanding .

Managing daily operation of the resort, quality standard, attains projected revenue and profit level must achieve the gust satisfaction and ensures maintenance and security of the resort's physical assets updating the resort business plan, monitors financial performance and remains current on local business trends. Supervising staff and maintain the company policy and procedures. Maintain inventory control system for marketing activities of the resort. Updating the human resources system to ensure that a work climate is maintained and that the staff is developed while them performing their respective duties and responsibilities and have good relationship with Owning Company.

- **Arab Resort Area Company (Taiba Residential Suite) Al-Medina – K.S.A (June /2004 – Feb/2005)**

**Position: General Manager** for two Towers (521 suite) with a capacity of 1500 rooms.

**Responsibilities include:**

- Hotel operation & activities.
- Planning, Organizing, Leading, Budgeting, Controlling, Training, etc).

- **Sheraton Amman – Hotel & Tower, Amman, Jordan.( Dec /2000 – May /2004)**

**Position:** In Room Dining Manager (Duty Manager)

Responsible for Room Service and Mini Bar, maintain the standard, training employees, handling guests' complaints, team building , leadership and Daily report to Food and Beverage manager.

- **The Intermediate University College, Amman, Jordan,( Oct /2000 – June / 2001)**

**Position:** Hotel Management &Tourism Instructor

Teaching principle of Hotel management, Restaurants management, Tourism in Jordan, Hotel accounting, principle of Hospitality, Room division (1&2)

- **Ala Saj Restaurants, Amman, Jordan,( June /2000- Dec /2004)**

**Position:** Operation Manager

Responsible of 3 fast food restaurants in Abdoun & Al-Soufeah  
(Planning, Organizing, Leading, Budgeting, Controlling, Training, etc)

- **WENDY’S Restaurants, AL-Khobar, K.S.A (May/ 99- June/ 2000)**

**Position:** Restaurant Manager

Outlet Manager, responsible for the smooth running of the work, maintaining the highest quality service standard, customer focused, training and development of the staff, team building and leadership, handling guests' Complaints, ensuring a product of quality and presentation with a clean, safe and hygienic work environment.

- **Meridian Amman Hotel, Amman, Jordan, (Sept 94 - Nov98)**

**Position:** Asst Restaurant Manager

## Skills

Skills	Description	Experience
Software Application	- Comprehensive Computer Course, Fidelio, Amadeus & Galileo System Course, Micros System Course. Opera System	More than 18 years.

## Languages

Languages	Level years practiced	Last used
English	More than 15 years	Daily
Arabic	Mother tongue	Daily
French	3 years	_____

## Education

Universities/Institutes	Degree
<b>Faculty of Archeology &amp; Anthropology</b> <b>Yarmouk University,</b> Irbid, Jordan 2001 - 2003	Master in Tourism
<b>Faculty of ECON &amp; ADMIN SCIENCES,</b> <b>Applied Science University,</b> Amman, Jordan 1995-1999	B.A Degree in Hotel Management.

### Training Courses

- More than 25 training courses -TVTC
- Course in Food & Beverage Service.
- Course in Food & Beverage Control.
- Course in Self & Food Hygiene.
- Course in Handling Guests Complains.
- Course in Customer Care.
- Course in English Language.
- Course in TOEFL
- Course in Time Management
- Course in Communication Skills.
- Course in Safety at Work.
- CHMP at the American Academe for hotel Management
- Training course (Cares for you) Sheraton Amman
- Training course (Tel. Handling) Sheraton Amman
- Basic Selling Skills / Sheraton Amman
- Time Management / Sheraton Amman
- First Aid / Sheraton Amman
- Train the Trainer / Sheraton Amman
- Exceeding Guest Expectations / Sheraton Amman
- Leadership Skills / Sheraton Amman

### Honor Achievement

- the founder of hospitality club and chef club in the college
- supervisor for all the activities for the college trainers
- Supervised the Horeca competition's participants in riyad3 times
- Supervised culinary salon competition' participants 4 times in Jeddah
- A member in the Saudi Chef Association
- Supervised culinary competition's participants in Dubai, UAE
- Islamic Conference of Culture Ministers in Madinah
- Tourism Forum and the first Gulf society – Madinah
- Saudi Travel & tourism Investment Market
- Amman Economic Summit.
- Qatar Economic Summit.
- Wadi Araba Peace Agreement.
- Amman Arab culture capital festival.
- A Previous Member of the Royal Society for the Conservation of Nature, Amman – Jordan.
- A Previous Member of Prince Al-Hassan Award (Bronze Level), Amman – Jordan.
- Ideal employee
- A Previous Member of Saudi Arabian chefs association

**Published Books(Technical and Vocational Training Corporation (TVTC))**

- Principles of Food & Beverage industry.
- Kitchens and Restaurants Equipment's.
- Preparation Kitchen.
- Cold kitchen.
- Restaurant Services-1.
- Restaurant Services-2.
- MICROS System.
- Events Management.
- Foods Safety & Health
- HACCP
- safety in the kitchen
- Food & Beverage Stores Management
- Food Production
- Front office
- Hotels Marketing
- Skills to deal with guests