

SEVAG APELIAN

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BEIRUT, LEBANON

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Hospitality professional with over 10 years of experience in operations, quality assurance, and team leadership within the coffee and food & beverage industry. Proven ability to drive operational efficiency, manage high-performing teams, and develop innovative menus that elevate customer experiences. Adept at financial oversight, inventory management, and maintaining the highest quality standards for beverages and service. Passionate about creating environments where customers feel valued and businesses thrive.

EDUCATION

BBA in Bus. Adm. Emph. Hospitality Management
[MAY 2021]
Haigazian University

High School Diploma
[2015]
Beirut Evangelical School for Boys and Girls

RELEVANT WORK EXPERIENCE **MÓR SOCIETY**

Consulting Manager [SEP 2024- DEC 2024]

- Lead all aspects of daily operations, ensuring efficient service and a premium customer experience, boosting customer satisfaction by 20%.
- Developed and implemented a comprehensive training program for staff, improving team performance and service standards.
- Spearheaded the inventory management process, reducing waste by 15% through strategic stock rotation and quality control measures.
- Collaborated with senior management on menu development, optimizing for both quality and profitability, resulting in a 10% increase in sales.
- Analyzed financial reports and developed strategies to meet revenue targets, effectively controlling costs and driving profitability.
- Fostered a culture of excellence in customer service, achieving consistently high ratings on customer feedback platforms.
- Developed a beverage menu from scratch, tailored to the client's needs, ensuring a balance of creativity, market appeal and operational efficiency.

NERO BEAN

Quality assurance specialist [DEC 2023-MAY 2024]

- Ensured consistent coffee quality by monitoring water quality, calibrating brewing equipment, and standardizing coffee preparation processes.
- Developed training manuals and conducted workshops for baristas, ensuring uniformity in service and product quality.
- Played a key role in opening new branches, contributing to menu design, equipment selection, and operational setup.
- Led weekly coffee cupping sessions, collaborating with the roasting team to improve coffee profiles based on feedback.

HOTCHPOTCH

Food and beverage consultant (bar and service) [SEP 2022-NOV 2023]

- Led pre-opening operations, including equipment procurement, staff training, and menu design.
- Designed a drink menu focused on quality, cost-effectiveness, and customer appeal.
- Trained bar and service staff to improve operational efficiency and customer service.
- Managed bar events and promotions, ensuring smooth execution and guest satisfaction.
- Implemented waste-reduction strategies and cost-saving measures to enhance profitability.

LUMEN COFFEE

Quality control manager [JUNE 2022-NOV 2022]

- Monitored and ensured consistent coffee quality across multiple branches, achieving high customer satisfaction scores.
- Led the opening of a new branch, handling everything from barista training to operational procedures, contributing to a smooth launch and high initial sales.
- Worked closely with external partners to elevate their coffee offerings through customized training and equipment recommendations.

THE BIRD CAGE

Bartender [JULY 2021-SEP 2022]

- Created and served an extensive range of craft cocktails, maintaining high standards of service and consistency.
- Optimized inventory and waste management processes, reducing operational waste by 10%.
- Developed signature cocktails, leading to increased guest retention and repeat business.
- Mentored and trained new bartenders, ensuring smooth bar operations and excellent customer service.

LUMEN COFFEE

Barista [JAN 2021-AUG 2021]

- Delivered high-quality coffee beverages, adhering to SCA standards, and provided customers with personalized coffee recommendations.
- Assisted in setting up new barista training programs, helping new team members understand coffee quality standards and equipment usage.
- Contributed to building a strong coffee culture, enhancing the overall customer experience and brand loyalty.

KALEI COFFEE CO

Bar Manager [JUNE 2019-AUG 2020]

- Managed daily bar operations, consistently ensuring a smooth workflow and exceptional guest service.
- Developed and implemented new beverage recipes, optimizing them for both cost efficiency and customer appeal.
- Supervised staff during peak hours, ensuring that the team was trained and capable of handling high-volume service with ease.
- Contributed to the successful launch of a new branch, overseeing staffing, inventory, and bar operations.

Barista/Bartender [MARCH 2018-JUNE 2019]

- Served high-quality coffee and beverages, ensuring exceptional service standards in a fast-paced environment.
- Assisted with inventory management, staff training, and the smooth operation of the bar during busy shifts.
- Played a key role in opening a second branch, contributing to inventory setup and staff onboarding.

Floor Supervisor [JUNE 2017-MARCH 2018]

- Managed floor staff, ensuring efficient service during busy shifts.
- Trained new employees on guest service, safety, and restaurant procedures.
- Resolved customer complaints and ensured a positive dining experience.

SEZA BISTRO

Shift leader [OCT 2015-MAY 2017]

- Led shift operations, ensuring all team members were aligned with service standards and operational efficiency.
- Managed customer complaints, ensuring a swift and positive resolution to any issues.
- Balanced cash registers, maintained inventory levels, and ensured smooth closing procedures.

OTHER EXPERIENCES

Assistant Dance Choreographer— AGBU [2017–2019]

Armenian Dance Choreographer— Haigazian University [2018–2019]

WORKSHOPS

Apple Cider (WATA)— Soha Frem [beirut, 2020]

Batroun Mountains winery - Gotz [beirut, 2020]

Grey Goose, Patron Tequila, Bacardi, Bombay Gin, Martini Vermouth & Sparkling, Dewar's Scotch Whiskey— Varia Dellalian [beirut, 2020]

SCA Barista skills— Dalia Jaffal [beirut, 2019]

SCA Brewing— Dalia Jaffal [beirut, 2019]

SCA Introduction to Coffee— Dalia Jaffal [beirut, 2019]

SKILLS

KEY SKILLS

- Team Leadership & Staff Development
 - Operations Management & Efficiency Optimization
 - Customer Service Excellence & Relationship Building
 - Inventory & Waste Management
 - Menu Design & Cost Control
 - Financial Oversight & Budgeting
 - Quality Control & Brewing Standards
 - Conflict Resolution & Problem Solving
 - Bar Operations & Mixology
 - Cash Handling & Closing Procedures
 - Multilingual: English, Armenian, Arabic, French
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TECHNICAL SKILLS

- Beverage Preparation: Expert in coffee brewing, mixology, and drink recipe development
- Coffee Equipment: Espresso machines, grinders, brewing devices, water quality monitoring
- Software: Microsoft Office Suite, POS systems, inventory management tools

