Curriculum **V**itae



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Date of Birth : 01/03/1988

Marital Status: Single .

Religion: Muslim

Nationality: Egyptian

Military Status:: Exempt final

Education: Bachelor of Arts - guidance tourist Department Ain Shams University – Egypt

Language Skills: Arabic - English – Germany

Skills:&TRAINING



MICROS system



- Food &beverage skills development American hotel& lodging Educational institute.
- Up selling training program Accor Academe 14/JULY 2016.
- EMIRITS CIVIL DEFENCE ACADEMY
- FIRE SAFETY FUNDAMENTALS
- How to handling the Guests complaints
- WINE TRAINING.
- Hygiene training & HACP

EXPERIENCE:

RAFFLES HOTEL DUBAI in the Room Dining Order Taker

From10/4/2017 tell present

- Working to take all food and beverage orders from the guest
- responsible and shift leader guiding the team during working time
- dealing with the guest in good manners understanding each guest
- knows about the f&b promotion and doing up sailing and recommendation
- checking the expiry date for the food and beverage
- LQA system leading quality assurance for standard
- Making glitch reports to be wear about the guest staying
- Making food and beverage store request. making general request
- Closing the shift and cashiering.

Novotel hotel Dubai World Trade centre – Waiter

From 07/02/2015 till 31/3/2017

- In the All day dining Entre nous restaurant in Novotel hotel trade center
- Taking guest order serving breakfast &lunch& dinner
- Helping the team to provide Excellent and quick services to our costumer and to make sure they are happy and feeling comfortable in
- Taking ALACARTE ORDERS and know the menu well and explain to the guest and be ready for any question
- Working as team &team spirit
- Handling guest complain
- Reporting to my supervisor or manger about any guest feed back
- Make food and beverage store requisition
- Following the standard and the food and beverage sequence of service

Kempinski Soma Bay red sea Egypt hurghada

From 1/2013 till 5/2014

- Was in the all day dining the view restaurant & in bamboo shoot restaurant Asian restaurant and sushi bar
- Serving tea or coffee during breakfast
- Taking care of the guest and anticipating the guest needs
- Serving food and beverage orders
- Reset the table and clean side station
- Attending all training to improve my skills
- Supporting to my college
- Handling the guest complain
- Training my new college
- Taking care of the service bar for the restaurant
- Folding napkin
- Serving wine with presentation
- Work in active unit

Siva Grand Beach Hurghada – Assistant Captain

From 10/2011 till 10/2012

- Working in gaucho steak house &Italian restaurant & in siva grand beach hotel in hurghada Egypt in the red sea
- Taking the guest order
- Serving drinks and food
- Make recommendation and offer to the guest the catch of the day
- Making up selling
- Taking the guest feed back
- Make sure the restaurant and all the table are seat up ready for the operation
- Asking the kitchen about not available items
- Checking the cleanness and thy hygiene
- Closing the shift and cashiering

Ship Sun-Times in the River Nile – Bar Waiter

From 7/2008 till 8 /2011

- Was in sun deck bar in the ship
- Serving drinks and snacks
- Alcohol drinks
- Making the guest enjoying
- Preparing alcohol &no alcohol drinks
- Serving afternoon tea
- Making inventory

Tiamo Restaurant and pub Hurghada Egypt - Bar Waiter

From 1/4/2006 till 30/11/2006

- Making opining
- Preparing all the mise en place
- Make sure all the table ready for the guest
- Asking for cocktail of the day
- Selling drinks and revel again
- Serving food as well
- Present the bill
- Clean the table and reset