###### http://www.eric-lazorko.com/images/logo_cv.jpg

# Personal Information

Name: Ahmed Mahdy Tolba Mohamed Shoier.

Nationality: Egyptian.

Date of birth: 01st Dec., 1979.

Sex: Male.

Marital Status: Married.

# Career objective

Contributerelevant experience and education background to my working field.

# Eduacation

2001 Faculty of Law - Mansoura University (Egypt)

* Licence of Law.
* Academic Cumulative Grade:Very Good

# EXPERIENCE IN FIELD

September 21 st 2004 \_2005

Waiter in Main Dinning Waiter in HYATT REGENCY Hotel SHARM El SHEIKH.

April 1st 2005\_ 2007st

CAPTAIN in Main Dinning Food and beverage DEPARTMENT in KAJA HOSPITALITY (HATAM Restaurant) DUBAI UAE TIL 2007.

January 1st 2007 - 2008

CAPTAIN in Food and beverage DEPARTMENT inSUNITERNATIONAL HOTEL Marsa Alam EGYPT.

JUNE 1st 2008 -2010

CAPTAIN in Main Restaurant &Room Dinning (EGYPTIAN & Lebanese cuisine –Room Service) Food and beverage DEPARTMENT in FOURSEASONS HOTEL Cairo at Nile PLAZA.

JULY 1st 2010-2011

SENIOR CAPTAIN in Main RESTAURANT (Room Dining–Room SERVICE) IN Food and beverage DEPARTMENT IN SAVOY HOTEL SHARM EL SHEIKH.

May 1st 2011\_til NOW

Catering supervisor in Main Dining in Food and beverage DEPARTMENT IN GASCO HAPSHAN 5, ABU DHABI, UAE up to now.

responsibilities

* Handling guest complains and making analysis for these complains monthly to discuss it with the staff to avoid such as these complains in the future.
* Arranging the weekly staff schedule and recording their attendance on hits system.
* Organizing our monthly departmental meeting date, TIME, location and taking the meeting minutes.
* Create a monthly recap of our business during the entire month.
* Doing statistics for our budget analysis monthly to know if we achieve the budget or no along with mentioning the reasons.
* Opera system operation handling.
* Amenity system handling.
* Organizing our department daily calendar.
* Dealing with our guests to arrange coffee breaks, lunch boxes, romantic dinner or any takeaway orders.
* Make sure that the line staff commit to the core standard of the work.
* Update the staff data calendar in order to track the feedback and the performance of each one from the staff.
* Conducting daily briefing to distribute the staff to their position and informing them about the VIP guest and Tasks need to be done during their shift also make sure that the grooming of the staff at the highest level
* Create monthly training calendar to improve the performance of our staff
* Make sure that our business tools always available by dealing with Purchasing team
* Make sure that the restaurant and the back area in a very good condition and dealing with stewarding engineering team for any maintenance.

OTHER TRAINING COURSES

* Customer & you
* Telephone & you
* Selling & you
* Basic first aid & CPR
* Two weeks intensive fire fighting training at Civil Defence Establishment
* Complaints handling
* Up-selling food & beverage products
* Handle telephone etiquette
* Safety equipment’s handling
* Presentation skills
* Problem solving
* How to deal with your staff
* Food & Beverages hygienic course done by Crystal company
* Guest experience
* Steps training (how to improve your managerial skills).

languages

* Fluent in Arabic (Mother Tongue).
* Very good in English.
* Little in Russian.

computer skills

* Microsoft windows 1998
* Microsoft windows XP professional.
* Opera system applications.
* Lotus note and internal mail system applications
* Microsoft office 1998 (Excel, word, power point, access, outlook , Internet )

interpersonals skills

* Able to work with minimum supervision and as a cooperative team member.
* Accurate in work and like detailed work.
* Efficient, self-motivated.

Interests

* Swimming
* Reading
* Drawing
* Basket Ball
* Travelling

MRMBERSHIP SOCIETIES

* Lawyers Syndicate (Egypt).

**Job Seeker First Name / CV No: 741114**

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