Ahmed

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**COMPUTER SKILLS**

MS Office (Excel, Word, Access, Power point...)

**LANGUAGES:**

Arabic - Native

French - Very good (written, spoken)

English - Good (written, spoken)

**EDUCATION:**

June 2004 :Ninth Grade

**PROFESSIONAL EXPERIENCE**

June 2013 - Present

Work Placement : Sales executive

Location : Emporio Armani Jeans

Company/Group : Al Tayer Group Dubai, U.A.E

- Welcoming customers once they walk in the store.

- Assisting and advising customers within their purchase process.

- Good product and industry knowledge.

- Good sales performance and achievement record.

- Maintaining a good relationship between colleagues, managers and customers

- Offering high quality of customer service

- Following company rules and procedures

- Maintaining the brand’s highest standards

- Responsible for shipment receiving and stock transfer.

- Arranging the weekly staff schedule

- Responsible of major tasks given to staff and follow up on daily basis.

- Completing store reports related to staff performance, store target achievement

and stock management (transfer in, transfer out, shipment receiving, stock count

and stock loss prevention)

**July 2008 - May 2013**

Work placement : Commis Chef

Location : HotelResidence, Gammarth in Tunisia (A five-Star Hotel)

Key Responsibilities and Job Description:

-Preparingkitchentools for the Chef

- Assisting the chefinpreparing the daily main menus

- Beingresponsible for sidedishes and buffet set up and arrangement.

- Maintaining a good relationshipwithmyco-workers and offer

them help whenneeded

**September 2007 - June 2008, Tunis**

Work placement : HousekeepingTeam Leader

Location : HotelResidence, Gammarth in Tunisia (A five-Star Hotel)

Key Responsibilities and Job Description:

Reporting to the Assistant Manager, responsibilities and essential job functionsinclude but are not limited to the following:

- Beingcompletelyfamiliarwith and carry out policies and procedures set forth by the Hotel.

- Assist the departmental to control and reducedepartmentalexpenses and control labour expenditure.

- Supervise, correct and retraincolleagueswhen the latter does not work to the Hotel Standards.

- Preparedailyschedule of room/house attendants and to colleaguesaccordingly.

- Inspect all checkouts, vacant, VIP, Out-of-Service, special attention rooms.

- Beingfamiliarwith Standard Operating Procedures and conduct training in accordance to the work instructions.

- Control &maintaincleanliness of rooms, corridors and service areas on a daily basis.

- Supervise proper care and use of equipment, linenlockers, carts, cleaning and guestrooms supplies.

- Ensurethat all fire and safetyregulations are adhered to - duly to inspect and report unsafeacts and take the necessary corrective actions.

- Block out-of-service rooms (OOS) whenevernecessary for engineering/Contractors to fixrooms’sdefects. To check before releasing from OOS

**January 2006 - October 2007**

Work placement : Waiter

Location : Al MuradiHotel (a Four-star Hotel) Tunis, Tunisia

Key Responsibilities and Job Description:

* Provide excellent customer services thatpromote satisfaction
* Greet customers and present menu
* Makerecommendations or shareadditional information uponrequest
* Take and serve food/drinks orders and up-sellanyadditionalproducts
* Arrange table settings and maintain tables clean and tidy
* Check products for quality and correct anyproblemsthatkeepthemfromenjoyingtheirmeal/drink
* Deliverchecks and collectpayments
* Cooperatewith all serving and kitchen staff
* Follow all relevant healthdepartmentrules/regulations and all customer service guidelines

**August 2004- December 2005**

Work placement : Waiter

Location : Patisserieof Café Paris, Tunisia.

Key Responsibilities and Job Description:

* Provide excellent customer services thatpromote satisfaction
* Greet customers and present menu
* Makerecommendations or shareadditional information uponrequest
* Take and serve food/drinks orders and up-sellanyadditionalproducts
* Arrange table settings and maintain tables clean and tidy
* Check products for quality and correct anyproblemsthatkeepthemfromenjoyingtheirmeal/drink
* Deliverchecks and collectpayments
* Cooperatewith all serving and kitchen staff
* Follow all relevant healthdepartmentrules/regulations and all customer service guidelines

**June 2001- July 2004**

Work Placement : Sales person

Location : Art craft shop in Sidi Bou Said (Tunisia’smostFamous Touristique place)

Key Responsibilities and Job Description:

* WelcomeCustomerswhentheywalk in our Shop
* Helpingcustomerspurchasetheir gifts/ souvenirs and make cross- selling
* Maintaining the store stock merchadising in order to keepit Clean and tidy
* Contributing to the store monthly Target achievement

Hobbies :

Sports, Fishing and Cooking

ReferencesavailableuponRequest