



# Hussein Abbas Bzeih

## Professional Experience

Experienced waiter with extensive knowledge of food and wine and dedication to delivering first-class customer service. An energetic team player with highly developed multi-tasking skills and an eye for upselling. Looking to further develop my abilities in a busy fine dining environment.

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## WORK EXPERIENCE

### Waiter

#### Royal Cup Restaurant & Speciality Coffee

09/2021 - Present

Doha

##### Achievements/Tasks

- Greet and escort customers to their tables
- Provide excellent customer service to guests
- Offer menu recommendations upon request
- Carry dirty plates, glasses and silverware to kitchen for cleaning

### Steward

#### Hookah Special Place ( So SOMKE)

05/2018 - 07/2021

##### Achievements/Tasks

- Greet and escort customers to their tables
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Provide excellent customer service to guests
- Check dishes and kitchenware for cleanliness and presentation and report any problems

### Waiter

#### Hookah Special Place ( So SOMKE)

04/2017 - 05/2018

Brazil

##### Achievements/Tasks

- Offer menu recommendations upon request
- Take accurate food and drink orders, using POS ordering software, order slips, or by memorization
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Deliver checks and collect bill payments

### Sales Assistant

#### Local Shop ( Electronics)

02/2016 - 03/2017

Brazil

##### Achievements/Tasks

- Assist with the sales process by maintaining a fully stocked store.
- Maintaining outstanding store condition and visual merchandising standards
- Ensuring high levels of customer satisfaction through excellent sales service
- Recommend and display items that match customer needs
- Keep up to date with product information

## SKILLS

customer service skills

a good memory

active listening skills.

active listening skills.

Flexibility

Time management

## EDUCATION

### High School Certificate

Brevet Certificate In Zebkien National High School

## LANGUAGES

#### Arabic

Native or Bilingual Proficiency

#### Portuguese

Native or Bilingual Proficiency

#### Spanish

Native or Bilingual Proficiency

#### English

Professional Working Proficiency