

CURRICULUM VITAE

IBTISAM SAEED

RAS AL KHAIMAH

UNITED ARAB EMIRATES

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POST APPLIED FOR : ANY SUITABLE POSITION

CAREER OBJECTIVE

Dedicated waiter with over 2 years of exemplary service in the food service industry. Committed to providing helpful, fast and accurate service to patrons. Demonstrate active listening and communication skills to ensure patrons are satisfied and happy. Experience in various settings including family restaurants and room service. Comfortable serving patrons of various age ranges and backgrounds. Determined team player striving to deliver the highest quality service alongside food service staff.

HIGHLIGHTS

Strong customer service skills, including assessing customer needs, adhering to quality standards, evaluating customer satisfaction and making the proper adjustments or corrections. Excellent active listening skills and ability to give my complete attention to patrons during busy times. Demonstrated service orientation, always looking for opportunities to serve patrons and assist other employees. Effective at multiple points of sale software systems. Patient and compassionate when serving patrons, making them feel at home at the establishment in which they are eating. Solid background in organizing other wait staff and hosts, coordinating my responsibilities to ensure a smooth flow of service

EDUCATIONAL QUALIFICATION

✚ **Metric With Science**

WORKING EXPERIENCE

✚ **MASSANGER**

ETISALAT. Ras AL Khaimah HRB- UAE

January 2018 Till Now

- Ensuring that office premises are clean at all times.
- Preparing and serving tea or any other meals during official hours and meetings.
- Collecting and delivering mail and other communications from and to the post office, government agencies and other institutions in the absence of a driver.
- Help in the supervision of any minor repairs that need to be done in the office.
- Assist the administration department by obtaining information required from government agencies and suppliers.
- Packs materials received for dispatch, affixes labels, inserts materials in envelopes and franks outgoing mail.
- Other office duties such as photocopying, handling of in-coming/out-going phones, screening of visitors when called upon etc.
- Any other duties as deemed necessary.

✚ **WAITER**

ISLAMABAD HOTEL. Islamabad- Pakistan

November 2015 October 2017

- Escorts customers to their tables and ensures they are settled comfortably, offers coffee and other drinks
- Presents the menu to customers, answers queries about it, and makes suggestions if necessary
- Informs patrons the restaurant's daily specials
- Explains the preparation and cooking methods as well as ingredients of various menu items
- Takes orders from customers for food and beverages, writes down or memorize the orders; and enters information into the computer for transmittal to the kitchen

- Serves food and beverages promptly
- Ensures that customers are enjoying their meals or that they do not have any problem with their food
- Checks their identification to make sure that they meet the minimum age requirement for consuming alcoholic beverages
- Collects the customers' payments and prepares bills with itemized costs and appropriate taxes
- Prepares and tidies up the tables or counters; makes sure there are enough salt, sugar, pepper, cream, other condiments and napkins in every table or counter.
- Performs other duties like brewing coffee and preparation of salads and appetizers
- Ensures that there are adequate supplies of food, tableware, linens, and beverages

LANGUAGES KNOWN

✚ Urdu, Hindi, English

KEY PERSONAL SKILLS

- ✚ Ability to work effectively under time pressure and for long and extended hours.
- ✚ A good memory and an eye for details.
- ✚ Ability to understand different kinds of people.
- ✚ Excellent communication and organizational skills
- ✚ Ability to work well under pressure in a fast paced environment
- ✚ Ability to work cohesively with fellow colleagues as part of a team
- ✚ Good communication skills
- ✚ Ability to work in a rotating shift and dynamic environment
- ✚ Excellent grooming standards
- ✚ Good observation skills.
- ✚ Highly responsible & reliable
- ✚ Ensure Food and Beverage orders are of a consistently good standard and delivered in a timely manor
- ✚ Smart, well groomed and confident.
- ✚ Having a professional attitude.
- ✚ Possessing a friendly, approachable personality.
- ✚ Smart and presentable appearance.
- ✚ Willing to work shifts, morning, nights etc.
- ✚ Can pass a personal identity and credit check.
- ✚ Flexibility and punctuality

PERSONAL DETAILS

✚ Nationality	:	Pakistan
✚ Date of Birth	:	03.12.1995
✚ Marital Status	:	Single
✚ Gender	:	Male
✚ Place of Birth	:	Poonch Ajk, PAK
✚ Visa Status	:	Employment Visa

PASSPORTDETAILS

✚ Passport No	:	FL 5975492
✚ Date of Issue	:	05.10.2019
✚ Date of Expiry	:	13.10.2029
✚ Place of Issue	:	Pakistan

DECLARATION

I hereby certify that the above particulars are true and correct to the best of my knowledge and belief.

IBTISAM SAEED