



Ahmed Ezzat Khalaf Abdul Zaher Abu Al Saud

Date of Birth : 18th, September, 1994 Military Status : Done
Live in : Egypt, Fayoum Nationality : Egyptian
Phone Number : 0509026955 - 0558262404
Passport No. : A22109353 Marital Status : Married
E-mail Address : ae1320@fayoum.edu.eg

Objective

- An experienced Tourism and Hospitality Field.
- I seek a responsible position as my qualification and experience.
- Work in a challenging environment in an organization of international reputable.

Summary

- In EGYPT I was in the position of Salesman Indoor at H&M.
- And transfer to Gold Water Perfumes Company, Egypt as Salesman Indoor.
- Then I travel in UAE and work in pizza hut (Kuwait Food Company Americana) as a team member (Waiter-FOH), as BOH in kitchen and DRIVER, last have promotion as supervisor.
- And after that change my job need to looking forward to best chance then I join to RTA DUBAI as a customer service and bus controller supervisor.

Education

Fayoum University Oct 2012 - Jun 2016
Bachelor's Degree in Tourism and Hotels with Major in Tourism Guiding
Grade: Good

DRIVING LICENSE (Automatic) and car

I Have UAE Driving License Automatic from 2020 and I have car (TOYTA YARIS SALON SEDAN MODEL 2016).

Certifications

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|---|-------------------------------|------|
| • English Conversation Course | I Can Academy training Center | 2018 |
| • Airline Reservation Certification | Egypt Air Training Center | 2016 |
| • Training Amadeus Certification Course. | Fayoum University | 2016 |
| • Microsoft Office 2010 Course Certification. | Ministry of Higher Education | 2014 |
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Work Experience

- In Egypt:

- ❖ H&M, Egypt

- Salesman Indoor

Jan 2013 - Till Dec 2015

- Greeting the Customer When They Come.
 - Ask them for help about who they want.
 - Give them time to choose the product.
 - And come back again to them and ask about color and size.

- ❖ Gold Water Perfumes Company, Egypt

- Salesman Indoor

Jan 2015 - Till Dec 2017

- Greeting the Customer When They Come.
 - Ask them for help about who they want.
 - Give them time to choose the product.
 - Show them the best and in-store products.

- In UAE:

- ❖ Pizza Hut (Kuwait Food Company Americana)

- Supervisor

27th July 2018, 15th June 2020

- I started from Team Member (Waiter) I know everything about Pizza.
 - I know, how to make dough? How to stand on make table (standard making)?
 - I know also how to stand on cut table (cutting Pizza well)?
 - I know How to Welcome guests by greeting them, Escort customers to their tables.
 - Present menus to guests and respond to questions concerning menu items, then offer recommendation when asked to.
 - I have Driving License and be also driver in delivery team in company.
 - After 6 months I had promotion (Supervisor), I supervise in restaurant work or employees or record attendance, meaning that it is the link between management and workers.

❖ RTA (Road and Transport Authority of Dubai)

➤ Customer Service (Bus Supervisor-Bus controller 15thJune 2020, till now

- Treating and Welcome to passengers and customers well, always smiling, and listening to them and all their questions.
- Solve problems among passengers if they happen and get them all happy.
- Respect my colleagues and cooperation with them.
- Check the screens and timings and make report to check the station well and send it to the officials.
- During the corona period, check the drivers 'temperature is, and a report is sent stating this and then arrange the drivers and distributed tasks to them.

Skills

- Leadership.
- Good memory.
- Organizational skills.
- Stamina and efficiency.
- I friendly, polite and helpful.
- Excellent communication skills.
- Good personal presentation skills.
- I'm patient and diplomatic when dealing with complaints.

Language Skills

- Arabic : Mother language
- English : Excellent
- French : little information
- Italian : little information

Technical Skills

- Verbal and written communication skills - Expert
- Listening skills - Expert
- Team work - Expert
- Time Management - Expert
- Marketing - Expert

Interests

- Football.
- Music.
- Travelling.

References

- Available upon request.