

Alaa Bitar

Botme, Chouf

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Looking for an opportunity for growth and development with a dynamic team where I will employ my strong customer service, verbal communication, and teamwork skills.

Experience

June 2017 – March 2018

Captain Waiter, SEA VILLAGE

Raouche, Beirut

- Participate in job opening

May 2015 - Present

Captain Waiter, FALAMANKI

Sodeco, Beirut

- Always greet and welcome guests promptly in a warm and friendly manner
- Always thank and give fond farewell to guests conveying anticipation for their next visit
- Assist guest with table reservation
- Assist guest while seating
- Ensure guest are served within specified time
- Has an excellent knowledge of menu and presentation standards
- Speak with guests and staff using clear and professional language
- Able to answer any questions regarding menu and assist with menu selections
- Able to anticipate any unexpected guest need and react promptly and tactfully
- Always apply service techniques correctly at all times and serve Food & Beverage items with enthusiasm.
- Serve food courses and beverages to guests
- Set tables according to type of event and service standards
- Record transaction / orders in Point of Sales systems at the time of order.
- Communicate with the kitchen regarding any menu questions; the length of wait and product availability.
- Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen
- Check with guests to ensure satisfaction with each food course and beverages
- Responsible for clearing, collecting, and returning food and beverage items to proper area
- Maintain cleanliness of work areas
- Reviews order dockets ensuring accurate and timely preparations for order requirements accordingly

- Present accurate final bill to guest and process payment
- Work with fellow staffs and managers to ensure that the restaurant achieves its full potential
- Complete the daily responsibilities that are set for each individual shift
- Take an active role in coaching and developing junior staff

Education

2019

Bachelor Degree In Computer Sciences, ARAB OPEN UNIVERSITY

Tayyouneh, Beirut

2015 – 2016

Bachelor Degree In Forensic Sciences, AMERICAN UNIVERSITY OF SCIENCE AND TECHNOLOGY

Ashrafieh, Lebanon

Achievements and Rewards

- Employee of the Month
- Wydner Coaching
- High scores in Mystery Shopper reports

Skills

- POS proficiency
- Verbal communication
- Customer service
- Resolve conflict
- Teamwork
- Persistence
- Attention to detail
- Upselling
- Client relationships
- Positive attitude
- Active listening
- Computer skills (Window/Linux poor) / MS Office

Extracurricular Activities

- Gym
- Gaming
- Football

References

References available upon request.

