

ABBASS HAMZA

FINE DINING | HOSPITALITY

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Beirut, Lebanon

PROFILE

Pre-graduate majoring in Software Engineering with hands on hospitality experience. Proven ability to deliver exceptional service and manage tasks efficiently in fast paced environments. Strong interpersonal skills and a commitment to high hospitality standards. Eager to develop new skills that can enhance my overall performance.

SKILLS

- Customer Service
- Team Collaboration
- Problem-Solving
- Attention to Detail
- Adaptability

EDUCATION

INSTITUT SUPÉRIEUR DES
SCIENCES APPLIQUÉES ET
ÉCONOMIQUES

L1 Degree

Software Engineering

2023 - 2027

EXPERIENCE

WAITER

PLUME - Downtown, Beirut

2024 - 2024

- Memorizing the details of a diverse menu, including ingredients, preparation methods, and potential allergens, to provide informed recommendations.
- Efficiently taking food and beverage orders, ensuring all details are correctly noted and relayed to the kitchen and bar.
- Working cohesively with other staff, including kitchen and bar personnel, to ensure smooth and exceptional service.
- Quickly and effectively handling any guest complaints or issues to maintain a positive dining experience.

RUNNER

Clap - Downtown, Beirut

2023 - 2024

- Ensuring timely and accurate delivery of food orders from the kitchen to the appropriate tables.
- Interacting with guests in a friendly and professional manner, responding to requests accordingly.

LANGUAGES

ARABIC 

ENGLISH 

FRENCH 

CERTIFICATES

ADDMIND

Customer Service Rules

December, 2023

ADDMIND

Listening Skills & Body Language

December, 2023

REFERENCES

AVAILABLE UPON REQUEST

- Double-checking orders before delivery to ensure accuracy.
- Keeping tables clean and organized throughout service, including removing used dishes and wiping surfaces as needed.

WAITER

Heiss - Sarba, Jounieh

2021 - 2023

- Welcoming guests with enthusiasm and creating a vibrant and inviting atmosphere.
- Providing descriptions of cocktails, wines, beers, and other beverages, and recommending suitable options based on customer preferences.
- Efficiently taking drink orders, and pass on orders to the bar staff promptly.
- Suggesting premium or specialty drinks, as well as promoting special offers or featured beverages to increase sales.