



MOUHAND KHALED SOPIH

Experienced restaurant professional with a background as a waiter, now serving as a restaurant captain. Skilled in customer service, communication, and working under pressure. Possesses menu knowledge, multitasking abilities, and strong leadership skills to ensure a seamless dining experience for guests through effective coordination and problem-solving.

CONTACT

- +971 - 050 968 4366
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- Dubai, United Arab Emirates

PERSONAL DATA

- 18/05/1999
- Nationality: Syrian
- Marital status: Single

EDUCATION

2021 graduate

Computer Technologies Institute
(Software Engineering)
Syria

SKILLS

- MS Office \ICDL
- Strong customer service
- Excellent communication
- Ability to work under pressure
- Attention to detail
- Menu knowledge
- Multitasking
- Team player
- Problem-solving
- Basic math
- Cleanliness.

LANGUAGES

- Arabic:** Native
- English:** Intermediate

REFERENCES

- Available upon request.

WORK EXPERIENCE

Royal Galaxy Restaurant | Iraq, Baghdad

Position: Captain

2022 - 2023

Duties:

- Supervise and coordinate the activities of the restaurant staff during service to ensure efficient and smooth operations.
- Greet and seat guests, and ensure they receive excellent customer service throughout their dining experience.
- Take and manage reservations, and assist in managing the flow of guests to ensure timely seating.
- Train, mentor, and motivate staff to maintain high standards of service, and provide guidance on menu items and specials.
- Handle guest inquiries, feedback, and complaints professionally, and ensure any issues are resolved promptly to ensure guest satisfaction.

Royal Galaxy Restaurant | Iraq, Baghdad

Position: Waiter

2021 - 2022

Duties:

- Greet customers as they arrive at the restaurant, escort them to their tables, and present menus.
- Take customer orders accurately and efficiently, ensuring special requests or dietary restrictions are communicated to the kitchen staff.
- Serve food and beverages promptly and courteously, ensuring accuracy in orders and presentation of dishes.
- Check on customers throughout their meal to ensure satisfaction, refill drinks, and address any additional needs.
- Present and process customer bills accurately, handle payments, and thank customers for their patronage.

Happy Snack Restaurant | Syria

Position: Waiter

2014 - (3 months)

Duties:

- Greet and seat customers, take orders, serve food and beverages.
- Ensure customer satisfaction throughout the dining experience.
- Handle payments and provide excellent customer service.