



# MOHAMED ABDELAZIZ

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📍 SHARJAH , EMIRATES

## PRO FILE

A Very High Level of Hospitality Candidate With a 1 Years Experience In Hospitality And Customer Service Industries , With a Great Knowledge Of the Safety Rules ,Procedures ,Very High Self-controlling Skills In Emergency Situations .

## EDUCATION

- Bachelor Degree  
faculty of commerce  
Completed in 2020

## WORK EXPERIENCE

Customer service at:

- Buffalo burger Restaurant .  
Answering phone calls and to handle the customers inquiries and answer their questions and orders .
- Damasceme Restaurant .  
Answering phone calls and to handle the customers inquiries and answer their questions and orders .
- Hyper fekra .  
Answering phone calls and to handle the customers inquiries and answer their questions and orders .

Recognizing the level of customer knowledge of the services and products provided by the company..

Submitting satisfaction survey reports Customers..

Conducting direct face-to-face interviews, interviews over the phone, or through electronic questionnaires with customers ..

Assisting customers in overcoming problems they face Providing adequate and adequate answers to all their inquiries..

## SKILL

- Customer Service Skills
- Active Listening
- Flexibility And Adaptability
- Critical Thinking
- Communication Skills
- Safety Skills
- Team Work Skills
- Self Motivation
- Self Control