



Shahadat Hossen



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Abu Dhabi , United Arab Emirates

SKILLS

- Strong customer relations
- Customer service best practices
- Problem solving
- Empathy
- Good communication
- Active listening
- Positive attendant
- Self control
- Taking responsibility
- Maintain teamwork

EDUCATION

01/2002 - 04/2004

Surid technical science and Commerce collage | Dhaka Bangladesh

Diploma of Higher Education:
Business management

01/1998 - 01/2000

Heshakha Bazar high school | Cumilla Bangladesh

Certificate of Higher Education:
science

CERTIFICATIONS

- HACCP level 2/3 Highfield certificate.
- Certificate of Recognition UAE.
- customer satisfaction certificate
- Essential food safety training and certificate UAE.
- Higher secondary certificate

LANGUAGE

- English : First language
- Hindi : Excellent
- A dabic : Very good

SUMMARY

Highly responsive to customers' needs and always looking to find a solution to customer inquiries, responsible for providing professional service to guests . I have good interpersonal skills, am an excellent team worker and am keen and very willing to learn and develop new skillsI am reliable and dependable and often seek new responsibilities within a wide range of employment areas.

EXPERIENCE

03/2019 - I currently work here

Guest service

National Catering Company | Abu Dhabi, United Arab Emirates

- Embodied brand standards, using outstanding communication to deliver high-quality guest service.
- Monitored guest service team performance, setting targets to maximise quality standards of service.
- Organised regular training programmes for guest experience team members to enhance guest service skills.
- Ensured high-level guest service by going above and beyond to achieve client needs and resolve issues.
- Handled guest queries effectively and efficiently, offering expert advice on services and facilities.
- Welcomed guests with warm and friendly demeanour using exceptional customer service skills.
- Regularly updated guests on new promotional offers and services.

11/2008 - 03/2019

F&B Team leader

Al raha international integrated facilities management | Abu Dhabi, United Arab Emirates

- Organised and conducted pre-shift staff meetings to communicate pertinent information.
- Supervised kitchen activities to enforce timely preparation and delivery of food and maintenance of high quality and hygienic standards.
- Actioning customer compliments by praising staff and resolve complaints satisfactorily, referring to your line manager where necessary
- Knowledge of health & safety and food safety in a catering environment
- Ensuring that all equipment used is in safe working order, checked regularly and any faults reported to management, ensure equipment is not used until safe