

Marco Romany Makar

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El-Ahram

Contact information »

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BirthDate: 27/1/1991

Marital Status: Single **Nationality:** Egyptian

Education ▼

- **Minia University, Faculty of Tourism and Hotels**
May 2012 Bachelor of Tourism & Hotels,, Department of Hotel Management

OBJECTIVE, ▼

An ambitious F&B professional with over 9 years' experience in F&B operations. I easily adapt to multicultural environments, love to communicate and work very well in a team. I have learned to multi-task and deal with all types of guests. I am guest focused and also have extensive high-end service experience.

Etisalat Misr

Agent customer care (call center) August 2021 till now

Handling customers complains

Help the customers to solve the problems with them phones



El Paradise Inn - Le Metropole Hotel, Alexandria

position Assistant restaurant manager July 2020 - June 2021.

- Assisting in Management of Restaurant Team.
- responsibility Mane Restaurant & Alacart
- Handling employee questions and concerns.
- Monitoring employees to ensure performance expectations are met.
- Providing feedback to employees based on observation of service behaviors.
- Assisting in supervising daily shift operations. -/Supervising restaurant and all related areas



Viva Blue soma bay, Hurgada

position Head Water August 2016 - August 2020

- Assisting in Management of Restaurant Team.
- responsibility Mane Restaurant & Alacart
- Handling employee questions and concerns.
- Monitoring employees to ensure performance expectations are met.
- Providing feedback to employees based on observation of service behaviors.
- Supervising daily shift operations. -/Supervising restaurant and all related areas



Hyatt Regency Sharm Elshekh

position Team leader May 2014 - April 2016



HYATT
REGENCY

- Ability to give the orders and follow up the waiters
- Ability to use the mind in order to arrange that work
- Neatness and personality cares.
- Ability to use body language and eye contact in the communication
- Good attitude with guests and managers
- Supervision at room Dining restaurant

Sun Rise Arabian Beach Resort, Sharm El-Sheikh

position Restaurant Waiter September 2012 till April 2014

- Ability to understand the order quickly and work on it.
- Ability to use the mind in order to arrange that work.
- Neatness and personality cares.
- Ability to use body language and eye contact in the communication
- Good attitude with guests and supervisors.
- Worked well under pressure without stop.



Savoy Hotel, Sharm El Sheikh

Training



- A Bar boy for 4 months in 2010.
- And A Bus boy for 2 months in 2011 .
- Studying 3 levels of the Italian Language Course.
- Studying 1 levels of the Russian Language Course.

Training Skills:

Body Language
Food safety hazard
SOP

Coffee and tea training
Sanitation and cleaning "Crystal"
(HAACCP)

- Operation Control
- Handling Complains
- Leadership challenges
- Employee Scheduling
- Opening, Closing, and Shift Change
- Sequence of Service
- Food & Beverage Skills Leadership

IT Skills

Possesses excellent knowledge and expert at use of latest software which includes: Microsoft Word, Excel - Office 2016 - Internet -POS and various other marketing packages

Training:

- Handling Complains
- Leadership challenges

Languages ▼

- Native language Arabic
- English - Excellent

- All References Available Upon Request