



CONTACT



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hamed.hassan@thelemontre.co



06 Dec, 1989



Abo Houmus, Behaira, Egypt



Nationality: Egyptian

PROGRAM SKILLS

MS WORD

MS EXCEL

MS POWERPOINT

INTERNET

LANGUAGES

Arabic : Mother Tongue

English : Good (Speak & Write)

PERSONAL SKILLS

- Fast Learner & adaptably
- Good observational skills
- Innovation in problem solving
- Effective communicate
- Leadership & assertiveness
- Team & individual work
- Focus and attention to detail

Hamed Hassan

Professional Manager, committed to providing prompt and accurate service to patrons. Demonstrate active listening, communication skills to ensure customer satisfaction and happiness. Experience in different places. Provide convenient service to beneficiaries of different age groups, backgrounds. Determined and striving to provide high quality service

EDUCATION

- Technical School Diploma (2007)

WORK EXPERIENCE

- Manger at The Lemon Tree Co. (TLT) (2019 - present)
- Assistant manger at The Lemon Tree Co. (2016 - 2019)
- Head waiter at Grand Hotel, resort (2015 - 2016)
- Head waiter at Amwaj Oyouun Hotel, resort (2012 - 2014)
- Captain restaurant of Tirana Aqua Park Hotel, resort (2010 - 2012)
- Waiter at Royal Grand Azur Hotel, resort (2009 - 2010)
- Waiter at 26th of July Armed Forces Hotel (2007 - 2009)
 - Provide excellent customer service and answer customer inquiries
 - Training & qualifying new trainees and clarifying the company's policies
 - Participate in conducting the annual and monthly inventory of the company and calculating costs and profit
 - Developing annual, monthly sales plans & advertising campaigns
 - Provide suggestions to reduce costs & increase profits to increase sales rates
 - Continuous follow-up to identify deficiencies and weaknesses and address them immediately
 - Coordination of business within the company including restaurants, departments and all employees
 - Regular review of production quality and improvement of sales volume

CORE SKILLS

- In-depth knowledge of restaurant management policies and providing the best services to customers
- Good knowledge of negotiation skills and providing solutions to various problems
- Administrative and organizational skills and the ability to perform multiple tasks in a sophisticated environment
- Awareness of developments in the field and services in restaurants for continuous development
- Experience, skills in the field of food & beverage services



Tirana Aqua Park Resort
SHARM EL SHEIKH

30 June - 2011.

Mr. HAMED HASSAN HAMED
FOOD&BEVERAGE DEPATMENT

Dear HAMED ,

On behalf of the management team of the **Sun Rise Tirana Aqua Park – Sharm ElSheikh**, *I would like to thank you for your excellent work that was highlighted to us by the guest comment card on (June -2011)*

These guests were very happy with the quality of service that you delivered, and no doubt will be returning due to your efforts.

HAMED Please keep up the good work and thank you once again for a job well done.

Best Regards

WALEED MOAWAD
HUMAN RESOURCES MANAGER

KHALED HASSAN
HOTEL MANAGER



Welcome Home

www.sunrisehotels-egypt.com

Nabq - Sharm El Sheikh - South Sinai - Egypt
Tel.: (+2069) 371 00 77 Fax: (+2069) 371 00 90
E-mail: tiranaaquapark@sunrisehotels-egypt.com
www.sunrisehotels-egypt.com



خطاب شكر وتقدير

نتقدم إدارة فندق أمواج - شرم الشيخ بخالص الشكر والتقدير للسيد / حامد حسن حامد -
الموظف بقسم الأغذية والمشروبات - بوظيفة مضيف مطاعم لما بذله خلال الفترة السابقة من
مجهود يشكر عليه .

أملين له بدوام التقدم والإستمرار فى الإخلاص فى عمله لتحقيق أقصى درجة من التقدم والرقى
لذا يسر إدارة الفندق بأن تتقدم مرة اخرى بجزيل الشكر والتقدير .

المدير العام

فوزى عاصم





Sharm El-Sheikh: 31/05/2012

Service Certificate

This is to certify that Mr. *Hamed Hassan Hamed* has been employed by the **AA Amwaj Hotels Resorts** Sharm El-Sheikh in *Food & Beverage* Department during the period from *01/10/2011* till *31/05/2012* in the capacity of *Waiter*.

This certificate is given to Mr. *Hamed* upon his request without any liability towards the Hotel.

Director of Human Resources

Sameh Saad

A handwritten signature in blue ink, appearing to be 'Sameh Saad', written over the printed name.

Sharm El-Sheikh: 31/05/2012

Service Certificate

This is to certify that Mr. **Hamed Hassan Hamed** has been employed by the **Amwaj Oyoun Hotels Resorts** Sharm El-Sheikh in **Food & Beverage** Department during the period from **01/06/2012** till **30/04/2013** in the capacity of **Assistant Captain**.

This certificate is given to Mr. **Hamed** upon his request without any liability towards the Hotel.

Director of Human Resources

Sameh Saad

El Fayoum - Sharm El Sheikh - South Sinai
Tel: 069 371 06 55 Fax: 069 371 06 56

To whom it may concern

This is to certify that

Mr. Hamed Hassan Hamed Hassan

Was Worked for Us

The Grand Hotel Sharm El-Sheikh

In the Position of / Captain

At the Department of /Food & Beverage

From: 16/01/2014 Till: 01/05/2014

This certificate has been issued to him upon his own request without any liability on the hotel management towards the rights of others.

Human Resources Manager



Tirana Aqua Park

Thanks Letter

On behalf of Tirana Aqua Park Resort Management we have the honor to thank you:

Mr. Hamed Hassan Hamed

Food & Beverage Department

For your great performance during your work and your commitment which highlighted to us in the guest comment and the special thankful in "**Trip Advisor website** "as you are a good example for obligated employee.

Dear **Hamed**, thank you again for your highly appreciated performance and keep going with our heart wishes of good luck.

Best wishes,

Adel Ibrahim

Human Resources Manager

Mohamed Hamada

General Manager

Certificate

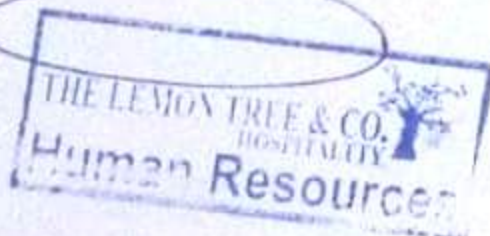
**This is to certify that
Mr . Hamed Hassan Hamed
Was employed at the Lemon tree for
Restaurants Management**

**In
F&B Department
AS**

**Branch operations manager
From 10/07/2016 till 2023/5/15**

**This Certificate has been issued to him
Upon His request without any
Responsibilites obligations or
accountability to the lemon tree for
Restaurant Management**

H.R Manager



Certificate

This is to certify that
Mr . Hamed Hassan Hamed
Was employed at the Lemon tree for
Restaurants Management
In
F&B Department
AS

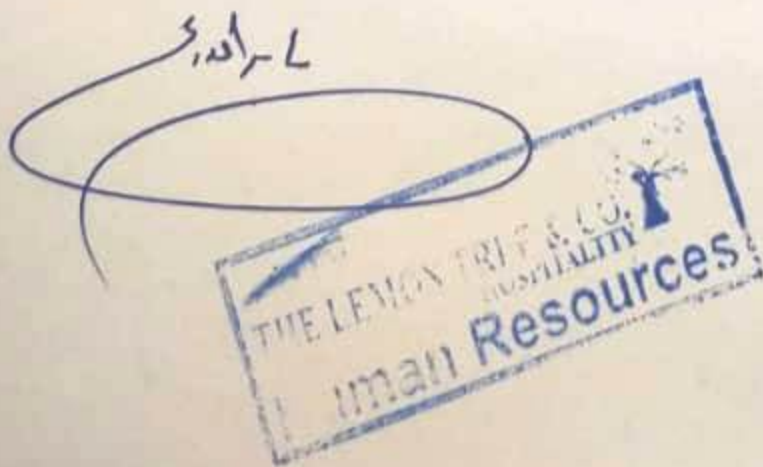
Bartender

From 10/07/2016

till 2023/5/15

This Certificate has been issued to him
Upon His request without any
Responsibilites obligations or
accountability to the lemon tree for
Restaurant Management

H.R Manager



The Educational Institute



of the American Hotel & Lodging Association

Awards this certificate to

HAMED HASSAN HAMED

For successful completion of

Food & Beverage Skills Development

attesting to successful completion of the knowledge and experience requirements, thereby reflecting a commitment to maintain the highest standards of competence as a hospitality professional



Ministry of Tourism



Egyptian Tourism Federation

President, Educational Institute

Chairman, Egyptian Tourism Federation

Indefinite

Expiration Date

March 2011

Issue Date

Experience Certificate

The Management of SUNRISE Resorts & Nile Cruises

Is Certify That Mr\ HAMED HASSAN HAMED HASSAN

Has Been Employed By \ Sunrise Tirana Aqua Park Resort

In Position \ WAITER

At \ FOOD & BEVERAGE

As of: 01/01/2011

Till : 12/09/2011

And he is no way liable to the hotel.

This certificates was issued as per the employee's request.

Date : 14/09/2011

WALEED MOAWAD

Human Resources Manager

مدير الموارد البشرية

شهادة خبرة

نشهد إدارة شركة صن رايز للمنتجعات و المراكب النيلية

بأن السيد / حامد حسن حامد حسن

كان يعمل بفندق / صن رايز تيرانا أكوا بارك

بوظيفة / مضيف

بقسم / الأغذية والمشروبات

اعتباراً من : ٢٠١١/٠١/٠١

إلى : ٢٠١١/٠٩/١٢

وقد أخلى طرفه من كافة المتعلقات الخاصة بالفندق .

وتحررت هذه الشهادة بناءً على طلبه دون أدنى مسئولية على الفندق .

تحريراً فى : ٢٠١١/٠٩/١٤