

# Youssef Mohamed Rached

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## **Summary:**

An enthusiastic and qualified Flight Attendant with more than 3 years of experience. Eager to attain the maximum level of passengers' satisfaction through the utilization of dynamic personality, good communication skills and customer service expertise.

## **Professional Experience:**

**December 2019 - present**

**Co-founder of Cuiner for Events and Catering**

- Conduct marketing and promotion for the Company's products.
- Plan and design the food and beverage menus considering clients' preferences.
- Determine requirements in ingredients and set portions.
- Communicate with the clients and other team members to ensure the guest's needs are met.
- Plan and manage the food service for special groups and gatherings, such as banquets, receptions, coffee hours, weddings and dinners.
- Ensure that health and safety regulations are strictly observed, recorded and archived.
- Manage stock and place orders as needed.
- Monitor the quality of the product and service provided.

**March 2016 – December 2019**

**Flight Attendant at Air Arabia Airlines**

- Successfully completed the training course of (Safety, Emergency Procedure and A320 System), graduated from Air Arabia.
- Pass the Aero-Medical assessment and competency check organized by ECAA according to FAA system to determine the fitness to fly.
- Attend an initial training and annual requalification programs including studying aircraft types, equipment, in-flight safety and security emergency procedures and aircraft evacuation.
- Self Defense to manage unruly behavior, hijacking and sabotage.
- Present a professional image of the airlines and ensure compliance with its policies.
- Attend pre-flight briefings concerning flight duration, weather, altitudes, routes, emergency procedures, crew positions, services to be offered and number of passengers.
- Perform pre-flight checks to ensure the safety and security requirements are met, verifying the emergency equipment such as fire extinguishers, oxygen and smoke detection systems are in working order.
- Check catering supplies are adequate aboard and provide excellent in-flight services according to company standards.
- Greet passengers and inspect their boarding passes to verify flight and seat information.
- Monitor and secure cabin to prepare passengers for takeoff and landing following SOP to ensure safety and security regulations are met.

- Demonstrate safety and emergency procedure instructions such as the use of oxygen masks, seat belts, and life jackets.
- Direct passengers in the event of an emergency, including aircraft evacuation, announcements, demonstrating the use of emergency equipment, seatbelts, flotation devices, oxygen masks and emergency exits.
- Administer first Aid, CPR & AED for in-flight medical incidents, including heart attacks, epilepsy, internal bleeding, burns, fractures and child birth.
- Submit post-flight reports including departure and destination information, number of passengers, food and beverage sales, condition of cabin equipment and any passenger issues encountered during flight.

**October 2016 – present**

**Fitness trainer of Squash team at Smouha Sports Club**

**September 2013 – January 2016**

**Co-founder and Personal Fitness trainer at Home Gym**

**August 2012 - December 2013**

**Assistant Manager at La Pomme for Events & Catering**

- Coordinate with the clients for planning their events & catering.
- Supervise the team member's performance to ensure the work is being done and delivered on schedule in order to achieve the maximum level of customers' satisfaction.

**October 2008 – April 2009**

**Fitness Trainer at Sheraton Montazah Hotel**

**Education:**

**August 2015, Alexandria University in Egypt**

Bachelor's Degree of Social Work.

**Language skills:**

Arabic – Mother tongue.

English – Very good.

**Computer skills:**

- Good command of Microsoft Office™ tools and Photoshop.

**Personal skills:**

- Good communication skills.
- Proven ability to work as part of a team and ability to show initiative.
- Good organizational, time management and multi-tasking skills.
- High attention to detail.
- High ability to work under pressure.
- Good problem's solving skills.

**Personal information:**

Nationality: Egyptian

Date of birth: 08/12/1987

Marital status: Single

Military status: Exempted

Height: 179 cm.

Weight: 75 kg.