



# Mahmoud Said

## Mahmoud Abdelhafez | Butcher

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### Professional Profile

**'Knowledgeable Butcher with 17 years "experience, delivering exceptional customer service and preparing high-quality meats".**

Demonstrated experience using equipment such as meat grinders, knives and saws to prepare the meat by cutting it into smaller portion sizes to package, weigh and price, ensuring that the meat is ready for the customer to purchase and looks appealing. Delivering excellent customer service through advanced knowledge of meat quality and understanding the customer's needs.



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### Education

**[Ras El Soda Technical Secondary School], Alexandria**

### Core Skills

- Quality inspections
- Meat cutting equipment experience
- Excellent customer service
- Health & Safety knowledge
- Food hygiene certified
- Qualified Butcher
- Advanced meat knowledge
- Excellent knife skills

### Career Summary

**February 2006 - 2023 Supermarket Butcher**

#### **Key Responsibilities**

- Cut and ground meat into appropriate weight and size for customers to be able to purchase the meat.
- Ensured excellent presentation of meat, with accurate signage to describe the cut of meat and pricing.
- Kept records of inventory, sales and budgets to ensure the Butchers department ran efficiently.
- Performed quality assurance inspections, selling only high-quality products.
- Delivered excellent customer service by understanding the customer's needs, advising on the appropriate products and building rapport.
- Maintained a high standard of food safety and hygiene to promote customer well-being.
- Negotiated and confirmed meat orders, securing meat of the highest quality for the lowest price.
- Stored meat correctly to maintain meat quality.
- Reduced produce waste to maximise the yield of the product when preparing meat.
- Worked to production targets within allocated timeframes to maximise operating efficiency.
- Liaised with customers, providing excellent customer service by recording orders, giving advice on meat and organising deliveries.
- Increased meat sales by upselling and promoting offers to customers.