

LOUDINA Othmane

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Bousaada, Algeria

OBJECTIVE

Passionate about the restaurant industry with a solid background as a Graduate in Catering Technician and significant experience as server at the Hotel Bayat Catering Hassi Massoud, I am determined to offer exceptional service to every guest. My rigorous training and ability to lead a team allows me to ensure a high-quality experience in the restaurant industry.

PROFESSIONAL EXPERIENCE

➤ Server

2019 – Present | Ouargla, Algeria

Hotel Bayat catering Hassi Massoud

- Ensure a high quality service to hotel guests.
- Manage and supervise a team of servers to ensure an exceptional customer experience.
- Take orders, explain the menu and advise customers on food and wine choices.
- Coordinate service operations, including setting up tables and serving dishes.
- Resolve customer issues in a professional and efficient manner

➤ Practical Internship (Catering)

2018 | Setif, Algeria

The Polyalente Room at the Four Point by Sheraton Hotel

- Gained hands-on experience in a high-end restaurant environment.
- Worked as a team to provide quality service at special events and banquets.
- Learned how to manage stress and adapt to changing situations in the restaurant industry.

EDUCATION & TRAINING

➤ Restoration Technician Diploma

2017 - 2019 | M'sila, Algeria

The National Institute of Hospitality and Tourism

➤ Bachelor's Degree in Continuing Education

➤ Level of study / 3rd Year Secondary Literature and Philosophy

2013 – 2016 | M'sila, Algeria

Abi Mezrag Mokrani

SKILLS

- High-quality customer service
- Team Management
- In-depth knowledge of wines and gastronomy
- Mastery of dining room service techniques
- Effective communication
- Problem Solving

TONGUE

- **Arabic** : Native Language
- **French** : Fluent
- **English** : Fluent

AREAS OF INTEREST

- Wine tasting
- Gourmet cuisine
- Music