



MOHAMED ALI MARGA



Contact



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Tunisia-3 street turkya
Hamam Chat



Education

■ INOVATIS-TUNIS Nov2015-June2016
Diploma in English Language

■ SECTORAL CENTER FOR TRAINING IN
SERVICES IN GAMMART Nov 2008 -
june2010
Diploma in Office

■ Administration and Reception Oct
2014 -Nov2014



Skills

■ Hardworking, Team player,
committed to quality and standard

■ Multi-operations management

■ Good communications skills and

Multilingual (English, Arabic and
French Speaker)

■ Operating System: Windows, Linux,
Microsoft Office, PowerPoint.



About Me

My objective is to build a career with a professional organization by keeping ahead of advancing knowledge in the field, which will enable me to utilize my learning and technical abilities to working on challenging assignments that shall yield the twin benefits of the job satisfaction and a steady-paced professional growth. I like being with people and enjoy working with them confidently and trustworthily.



Work Experience

CATERING SAUDI AIRLINES-KSA

SUPERVISOR JUNE 2023 - October 2024

- Guiding, supporting, monitoring, evaluation, and training of staff.
- Organizing/planning continuity of work and provision of service.
- Monitoring and maintaining levels of conduct and work performance.
- Ensuring safety and good work practice.
- Monitoring of staffing levels and deployment of staff.
- Deliver training and coaching as required.
- Ensure all direct reports undertake appropriate hygiene and safety related training.
- Ensure all direct reports are trained and competent to the appropriate level.
- Assist disciplinary investigations.
- Assist the team leader in formal disciplinary/grievance interviews.

GOLDEN TULIP HOTEL - TUN

HEAD WAITER APRIL 2022-MAY 2023

- Serve guests in assigned section under the supervision of the Head Waiter and
- Prepares mise-en-place daily
- Take customer orders and deliver food and beverages
- Present menu, answer questions and make suggestions regarding food and
- Beverages, daily specials, on-going promotions, etc
- Communicate with the kitchen regarding menu questions, the length of wait,
- Recook orders, and product availability
- Communicate additional meal requirements, allergies, dietary needs, and
- special requests to the kitchen
- Follow the standard sequence of service
- Actively upsell at all opportunities to help increase the average check
- Training of restaurant staff and managing restaurant staff's work schedules
- Overseeing food preparation, presentation, and storage to ensure
- Compliance with food health and safety regulations.
- Checking in on dining customers to enquire about food quality and service.

ONE MILLION RESTAURANT - KSA

SUPERVISOR AUGUST 2020-MARS 2022

- Supervises and manages employees and manages all day-to-day operations
- Maintains service and sanitation standards in restaurant, and room service areas.
- Reviews staffing levels to ensure that guest service, operational needs and
- financial objectives are met.
- Leading Food and Beverage Team
- Utilizes interpersonal and communication skills to lead, influence, and
- encourage The Team.

CI GUSTA (ITALIAN RESTAURANT AND COFFE SHOP)-TUN

SUPERVISOR AUGUST 2018-JULY 2020

- Supervises and manages employees and manages all day-to-day operations
- Maintains service and sanitation standards in restaurant, and room service
- areas.
- Reviews staffing levels to ensure that guest service, operational needs and
- financial objectives are met.
- Leading Food and Beverage Team
- Utilizes interpersonal and communication skills to lead, influence, and
- encourage The Team.

EL MAAZIME BOUMHAL FRENCH RESTAURANT-TUN

CAPTAIN WAITER APRIL 2017-JULY 2018

- Serve guests in assigned section under the supervision of the Head Waiter and
- prepares mise-en-place daily
- Take customer orders and deliver food and beverages
- Present menu, answer questions and make suggestions regarding food and
- beverages, daily specials, on-going promotions, etc
- Communicate with the kitchen regarding menu questions, the length of wait,
- recook orders, and product availability
- Communicate additional meal requirements, allergies, dietary needs, and
- special requests to the kitchen
- Follow the standard sequence of service
- Actively upsell at all opportunities to help increase the average check
- Training of restaurant staff and managing restaurant staff's work schedules
- Overseeing food preparation, presentation, and storage to ensure
- compliance with food health and safety regulations.
- Checking in on dining customers to enquire about food quality and service.

CI GUSTA (ITALIAN RESTAURANT AND COFFE SHOP)-TUN

WAITER JANUARY 2014-MARS 2017

- Serve guests in assigned section under the supervision of the Head Waiter and
- prepares mise-en-place daily
- Take customer orders and deliver food and beverages
- Present menu, answer questions and make suggestions regarding food and
- beverages, daily specials, on-going promotions, etc