



AHMED EBRAHIM FAROUK ELTAWABTY

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OBJECTIVE

To obtain a position in the hospitality industry where I can utilize my experience to enhance guest satisfaction and contribute to the company's reputation for exceptional service. A role that allows me to apply my customer service expertise to create memorable guest experiences, improve satisfaction, and support the success of the organisation.

WORK EXPERIENCES SUMMARY:

7 years in the Food and Beverage Industry/ Hospitality and Customer Service.
1 year of experience in Sales, focusing on Consumer Goods

WORK EXPERIENCES

Barista / Food Service Worker

Dunkin Donut (Shahia Food Limited Company W.L.L)

Seef, Manama, Bahrain (Avenue Branch/ Bahrain City Centre Branch)

June 18, 2025, up to Present

- Greet customers warmly, take accurate orders, and provide fast, friendly, and efficient service.
- Prepare and serve coffee, espresso drinks, teas, and other beverages according to Dunkin' Donuts quality standards.
- Assemble and serve food items such as Coffee's sandwiches, donuts, and baked goods while maintaining portion and presentation standards.
- Operate the POS system, handle cash and credit transactions accurately, and balance the cash drawer at the end of each shift.
- Maintain cleanliness and organisation of the counter, beverage station, and equipment in compliance with food safety standards.
- Act as Person in Charge for weekly and month-end inventory ordering, adhering to the company's protocols.
- Collaborate with team members and communicate effectively with Area Manager/Delivery Manager/ Quality Manager to ensure excellent customer experiences.
- Uphold Dunkin' Donuts' brand image through professionalism, teamwork, and consistent service quality.

Guest / Kitchen Expert (FOH/BOH)

KFC- (Bahrain & Kuwait Restaurant Co. W.L.L)

Manama, Bahrain (Ramli Mall / Budaiya Branch)

May 16, 2024 to June 5, 2025

- Checks food preparation and dining area for cleanliness and proper presentation. Check stations for the adequacy of supplies used in operations.
- Stage customers in the Dine-In area to maintain a smooth customer flow
- Maintain Product Temperature to maintain product quality throughout the operation
- Retrieves raw food stock and places it at the appropriate station for preparation
- Receives payment / POS Management / Cash Handling
- Daily Stock Inventory.
- Handling Delivery Orders / Drive Thru
- Handling/Addressing Customer Complaints and Feedback

Crew Trainer

Mcdonalds – Manfoods Egypt

Zamalic , Egypt

March 2022 to February 2024

- Trained and mentored **new/exsisting crew members**, improving team efficiency and reducing onboarding time by **20%**.
- Led by example in providing exceptional customer service, maintaining high food quality, and ensuring a clean and safe environment.
- Monitored and evaluated team performance, providing feedback that increased **order accuracy**.
- Assisted management in organizing shifts and workflow during peak hours, contributing to a **reduction in service wait times**.
- Ensured strict compliance with McDonald's policies, hygiene standards, and operational procedures.
- Supported crew in food preparation, order taking, and POS operation during high-volume periods.

- Fostered a positive team culture, encouraging accountability, collaboration, and consistent delivery of McDonald's brand standards.

Sales Representative (Indoor Sales)

Aswaq Fathalla Markets

Alexandria , Egypt

February 2021- February 2022

- Maintain relationships with customers or business partners to inform them of new products or services, discounts, or product recalls
- Selling and promoting products to both existing and potential clients
- Establish, develop, and maintain positive business and customer relationships

Crew Member

Buffalo Burger – Sal Investment

Tanta, Egypt

June 2019 – June 2020

- Checks food preparation and dining area for cleanliness and proper presentation. Check stations for adequacy of supplies used for refill or replacement purposes.
- Stages customers in the Dine-In area to maintain a smooth customer flow
- Serves cold drinks, hot beverages, and desserts
- Retrieves raw food stock and places it at the appropriate station for preparation

- Receives payment / POS Management
- Daily Stock Inventory.

Educational Background

Alexandria University - Faculty of Tourism and Hotels (2014-2018)

PERSONAL INFORMATION

Passport: A25479859

CPR: 960351965

Date of Birth: March 4, 1996

Nationality: Egyptian