

ABDULLAH ALDEIRI

Captain Waiter

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📍 Manama, Bahrain Manama



Profile

Hospitality professional with hands-on experience as a Head Waiter, Captain Waiter, and Food Server in fast-paced restaurant environments. Skilled in delivering high-quality guest service, supervising service standards, and supporting team performance. Holds a Bachelor's degree in Tourism and Travel Services Marketing Operations from the University of Jordan, with additional experience as a Travel Agent coordinating personalized tours. Passionate about creating positive guest experiences through professionalism, cultural awareness, and strong communication skills.

Employment

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| Captain Waiter , <i>Armada Retail Group, de linos, bait aljeder, sisler</i> | 11/2024 – Present
Manama, Bahrain |
| <ul style="list-style-type: none">• Lead daily F&B operations across high-volume dining sections, consistently maintaining 5-star service quality.• Boosted guest satisfaction scores by 30% through enhanced workflow and personalized guest engagement.• Increased revenue by 15% through targeted upselling and strategic menu recommendations.• Train and mentor new waitstaff, reducing onboarding time by 30% and improving team performance.• Manage service recovery with a 95% positive resolution rate.• Ensure strict compliance with hygiene, safety, and service SOPs across all shifts.• Coordinate floor sections, table turnover, and peak-hour service strategies for smooth operations. | |
| Captain Waiter , <i>Ward Restaurant</i> | 11/2021 – 11/2024
Amman, Jordan |
| <ul style="list-style-type: none">• Supervised a team of 10-1 service staff during peak service hours, ensuring smooth FOH operations.• Managed seating plans, section allocation, and full menu presentations, enhancing guest interaction quality.• Handled up to 250-350+ covers per shift, maintaining accuracy and timing under pressure.• Ensured precise POS order processing, reducing errors and improving table turnover efficiency.• Delivered last and effective service recovery, increasing repeat guest rates.• Supported team performance through continuous coaching, leading to higher service consistency. | |
| Trainee , <i>Golden crown tourism</i> | 01/2024 – 07/2024
Amman |
| <ul style="list-style-type: none">• Assisted with the coordination and execution of personalized inbound tour packages across Jordan (Petra, Wadi Rum, Dead Sea).• Gained exposure to professional IATA ticketing and reservations procedures for international and regional flights.• Supported the operations team in managing logistics, including transportation schedules and partner accommodation bookings. | |

Cashier, Boston Fried Chicken

02/2018 – 01/2019

- Processed transactions with 100% accuracy using POS systems during high-volume shifts.
- Coordinated service and kitchen communication to maintain last order delivery.
- Managed billing issues, refunds, and customer inquiries efficiently.

Amman, Jordan

Education

Bachelor's Degree in Tourism Management, University of Jordan, Amman

10/2020 – 08/2024

Key competencies in managing tourism operations, destination development, and hospitality services within a global and regional context. Proficient in Tourism Marketing, Event Management, Human Resources in Tourism, Eco-Tourism principles, and employing relevant digital and technical skills for travel and hotel systems.

Amman

Skills

- POS systems
- Banquet & Catering Service
- Service Recovery
- Multicultural Team Leadership
- High-Volume Operations
- Pre-opening Setup
- Luxury Hospitality Standards
- Adaptability
- F&B Supervision
- Guest Experience
- Upselling Strategy
- Table Management
- HACCP Compliance
- Staff Training & Coaching
- Verbal and nonverbal communication

Languages

- Arabic
- English

Courses

Mar 2019

TOEFL iBT Certificate