



GEORGINA RIZK

Assistant Restaurant Manager

CONTACT

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- Juffair, Bahrain
- Egyptian

SKILLS

CLIENT RELATIONSHIP MANAGEMENT



CUSTOMER SERVICE



COMMERCIAL AWARENESS



FLEXIBILITY



PROBLEM SOLVING



NEGOTIATIONS



OPERATIONAL



COORDINATION



LEADERSHIP



CREATIVITY



COMMUNICATION



TEAMWORK



MULTITASKER



DETAIL-ORIENTED



ABOUT

Highly accomplished Customer Service, Human Resources, Administration and Sales Professional with practical hands-on approach, always persevering to achieve best results, with solid experience of 18 years with Gulf Air, the national Airline of Bahrain. I possess a proven track record of dynamic customer service, sales interactions and human resources.

EDUCATION

1994-1999

Bachelor of Science (B.Sc) in Fine Arts

Alexandria University

EXPERIENCE

Dec 2019 -
Present

Assistant Restaurant Manager

Wafi Gourmet

- Oversea the dining area, supervises food and beverage service staff in accordance with operating policies that he or she may help establish.
- Creates a positive team atmosphere among Team Members.
- Maintains records of staff periodic manner and operating costs.
- Provides feedback and coaching to the Team regularly.
- Understands building capability through Cross training.
- Sets high standards for appropriate team behavior on shift.
- Works with food and beverage staff to ensure proper food presentation and proper food-handling procedures.
- Handle guest complaints in restaurants.
- Schedules periodic food and beverage service staff meetings to ensure correct interpretation of policies and obtain feedback from staff members.
- Maintain budget and employee records, pay bills, and monitor bookkeeping records.
- Check the quality of deliveries of fresh food and baked goods.
- Meet with sales representatives to order supplies such as tableware, cooking utensils, and cleaning items.
- Arrange for maintenance and repair of equipment and other services.
- Ensures new products are executed properly the following roll-out.
- Shows enthusiasm about guest within the restaurant.
- Priorities tasks effectively to ensure most important tasks are completed on time.

EXPERTISE

- Focused on results and able to deal in a mature manner with problem solving talent.
- Personalized customer service and outstanding public relations.
- Retail sales, tele sales and telemarketing - successfully achieved KPI as determined by business needs.
- Ensured outstanding customer service by providing prompt, friendly and efficient service.
- Ability to work with diverse personalities and different cultures.
- Event management organize get-to-gathers and schedule meetings.
- Staff training and team leadership and supervision.
- Developed and enforced service standards for lounge staff and cabin crew.
- Effectively administered VIP, first and business class passenger sections.
- Established and upheld professional image in customer service; proactively promoted frequent flyer programs.
- Well-managed priority customer / guest requirements.
- Self-directed with high level of initiative.
- Ability to accept and incorporate constructive feedback to improve service.
- Reflection of genuine cultural sensitiveness and appreciation while managing guests of different nationalities with diverse cultures.

June 2019
-Nov 2019

- Taking Ownership of issues or tasks and give detail update of the F&B manager and the General Manager.
- Effectively identifies restaurant problems through reports and can ideate & execute to resolve the same.
- Assisting in Point of sale (POS) software, inventory software, Restaurant guest satisfactory tracking software etc. Assist in planning regular and special event Menu.
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Member Relation Officer Reef Clubhouse

- Research and identify the needs of prospective and existing members and develop personalized sales pitches and solutions to meet their needs.
- Ensure all follow-up and communications are responded to professionally.
- Support Clubhouse Manager to develop and implement lead generation and sales conversion strategies to maintain 100% occupancy.
- attend networking events to promote the Clubhouse and the brand and identify potential members.
- Manage the concierge, and all calls and e-mails coming in through the office.
- Work with our selected IT, F&B and Housekeeping vendors to ensure our inventory, events and office needs are catered to in timely manner.
- Work on community initiatives and program to develop connections and network among members.
- Coordinate set-up and breakdown of events, including vendor management, ordering of F&B.
- Be the host of The Clubhouse signature events to enhance the community bonding experience.
- Provide a quality experience for all our members.

May 2018 -
April 2019

Reservation Sales Agent Gulf Air Bahrain

- Involved in call center, customer service, ticketing, and sales for Gulf Air
- Up-selling and cross-selling all relevant Gulf Air products, achieving KPI targets and other cooperative objectives.
- Promote positive, proactive customers relations by demonstrating a "firm, fair, and consistent" manner in sales approaches.
- Handled groups and individual reservations.
- Coordinate with supervisor for gate and ground operations.
- Administered and identified customers complaint calls and provided solutions.

Mar 2011 –
May 2018

Crew Controller and Administrative in Charge Gulf Air Bahrain

- Maintained the day-to-day crew roster, ensure that all flights are correctly crewed in accordance with both aviation and Gulf Air requirements.
- Crew Controlling included: schedule change updates, assigning crew members to fly on off days in the absence of standby crew, controlling of standby crews, transport arrangements for crew members, medical leave relief arrangements, assigning right crew compliment, language, gender considerations. Implemented KPIs, performance reviews and appraisals for team; recommended further training as required.

STRENGTHS

- SOCIABLE
- DECISION MAKING
- FLEXIBILITY
- CUSTOMER SERVICE
- PROBLEM SOLVING
- SELF MOTIVATED
- ORGANIZED
- RELIABLE
- SALES
- BILINGUAL

TRAINING

ADVANCED ENGLISH LANGUAGE
STUDIES AT AUC

SAFETY AND EMERGENCY PROCEDURE
TRAINING - FLEETS AIRBUS 320, 330,
340 AND BOEING 767

TRAINING IN FIRST AID PROCEDURES

CARE IN THE AIR (CITA)

CABIN CREW RESOURCE MANAGEMENT
(CRM)

TRAINED AND WORKED WITH FIRST,
BUSINESS AND ECONOMY CLASSES

ONLINE TRAINING - E-LEARNING
COURSE FOR SAFETY RISK
MANAGEMENT (SRM)

AIMS – AIRLINE INFORMATION
MANAGEMENT SYSTEM

SPARK – SOFTWARE FOR MEMBERSHIP

FALCON HOST RESERVATION- SABER

TEAM LEADER COURSE

HUMAN PERFORMANCE FOUNDATION
(HPL)

SECURITY AND SAFETY - BOMB THREAT

Mar 2009 –
Feb 2011

- Handled all correspondence with flight operation management, flight dispatchers, administration duty managers, pilots and external parties.
- Created a 72-hours plan covering shortage and extra flight.
- Executed the 48-hours checks for dead heading and positioning of crew, hotel accommodations and necessary ground transportations.

Lounge Service and Administration Coordinator Gulf Air Bahrain

- Provided administrative support services to Department Manager.
- coordinated with other departments and scheduled meetings.
- Allocated team to ensure that Premium Customers are met on arrival and departure; accorded the necessary amenities.
- Assisted Lounge / Special Services to establish and utilize professional working relationships in communication, public relations with Gulf Air Traffic, Sales, Reservations Department and Handling Agent Staff.
- Monitored the standard and the appearance of the Lounges daily.
- Ensured the equipment, computers and furnishings are kept to a high standard.

2008 - 2009

Lounge and Special Service Agent Supervisor Gulf Air Bahrain

- Supervised of the VIP staff in reservations and in the lounge.
- Developed and enforced service standards for lounge staff.
- Delegated required staffs for First Class check in counters, lounge and departure gates to ensure uninterrupted transfer of departing/arriving CIP's - VIPs.
- Supervised and train staff to ensure that guest expectations are met.
- Assisted misconnected and rerouted passengers during irregular operations.

2005 - 2008

Lounge and Special Service Agent Gulf Air Bahrain

- VIP Client Services: Field incoming calls, greet customers, answer travel inquiries, tag and handle baggage and collect baggage fees at gate, secure flights, process reservations, and monitored cabin availability.
- Kept Track on flight bookings, cancellations and other reservation related information.
- Provided flight information and flight departure to the passengers.
- Liaised with service providers to service standards are met and maintained.
- Organized activities for First and Business Class Passengers.

Feb 2004 –
Aug 2005

Team Leader Gulf Air Bahrain

- Monitored the facilitation of passenger services
- Arranged and organized crew duties and ensured safety arrangements of passengers and the team.
- Ensured a better and friendlier flight experience for passengers
- Managed all customer status reports and enquiries timely and accurate completion.
- Remained attentive to passenger needs, problem solving during irregular operations.

COMPUTER SKILLS

MICROSOFT OFFICE

DCS SYSTEM - DEPARTURE CONTROL SYSTEM.

AIMS - AIRLINE INFORMATION MANAGEMENT SYSTEM.

SABRE GLOBAL DISTRIBUTION SYSTEM.

CRANE - SOFTWARE USED AT GULF AIR FOR CRM.

SPARK – SOFTWARE FOR MEMBERSHIP & SPA MANAGEMENT.

MICROS-SOFTWARE MODULAR INTEGRATED CASH REGISTER OPERATING SYSTEMS.

CERTIFICATIONS



TRAINED AND PRACTICAL WORKING EXPERTISE IN FLEETS AIRBUS - 320, 330, 340, BOEING 767.

LANGUAGES

ENGLISH



ARABIC



FRENCH



INTERESTS

MIX AND MATCH COLORS

FINE ARTS

MOSAIC

STAIN GLASSES

READING

OIL PAINTING

May 2000 –
Jan 2004

Flight Attendant

Gulf Air Bahrain

- Responsible for the safety and comfort of passengers.
- Delivered superior quality customer service in business, first and economy classes; awarded with appreciation.
- Handled difficult passengers and situations respectfully and politely but firmly.
- Circulated and collected customs and immigration documents from passengers.

CORE COMPETENCIES/ACHIEVEMENTS

- As Member Relation Officer develop strong rapports with members, and proactively gather company details and members preference to enhance service delivery and sales experience.
- As a Reservation Sales Agent, I have successfully achieved KPIs as determined by current corporate / business needs on a daily, weekly, monthly basis, which played an important part in attracting and retaining customers.
- Played an important role in achieving Airline& targets in duty free sales on board. achieve.
- Maximized sales on premium classes and promoted Gulf Air and its products to customers.
- Reached sales targets by providing solutions to customers and then back up those sales with top-quality service.
- As a crew controller, I have taken tough decisions under stressful conditions.
- Attained excellence in presentation of staff and check in counter with all documents /information to process and facilitate passenger check-in.
- Carried out tasks under extreme pressure during flight disruptions, delays and last-minute sickness situations.
- Demonstrated positive leadership characteristics which motivated team members to meet and to go above standards and promoted team member empowerment.
- Determined and achieved Gulf Air goals with maximum efficiency while considering safety, crew quality and cost saving.
- Ensured through Performance Tracking System that Lounge Team provided exceptional internal and internal guest service to all Priority customers.
- Achieved efficiency while delegating tasks to team to ensure that requirements of Customers.
- Managed efficient running of shift operations in lounge areas by adopting professional

VOLUNTARY WORK

- Taught as a Teacher in a Kindergarten and Primary School in Egypt.
- Part time Event planner.
- Actively participated as a volunteer with a non-profitable charitable organization in Egypt.

REFERENCE

REFERENCES AVAILABLE UPON REQUEST