

Talal Mahfoodh
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OBJECTIVE

To obtain a position that will enable me to utilize my customer service skills, my educational background, and ability to work well with people.

PERSONAL DETAILS

- Nationality: Bahraini
- Date of Birth: 10/05/1996
- Marital Status: Married

EXPERIENCE

Overseas Cabin Crew, British Airways PLC

From 1/10/ 2019-
present

Job Responsibilities

- Arabic Speaking cabin crew for British Airways ,Based in Bahrain, I operate flights between London and Saudi Arabia and Bahrain.
- Understand the duties of your assigned position during flight and act my best
- Ensure the satisfaction of passengers by answering questions and offering them assistance particularly our Arabic passengers who fly on British Airways and require assistance with the language.
- Translate all the English onboard announcements to Arabic to ensure that our Speaking guests are aware of everything announced either by the cabin crew or by the flight deck
- Familiarize my London Based crew colleagues with the culture difference in the middle east, our passengers' profile and any special requirements or regulations within the region
- Check cabin before take-off to ensure compliance to safety regulations
- Welcome travelers on board and help them to their seats when necessary
- Serve food and beverages and sell products
- Give the "safety" presentation in a well-prepared manner
- Monitor the cabin frequently for the entire duration of the flight

- Adhere to established regulations and procedures
- Remain calm and offer assistance to passengers in the event of an emergency
- Give particular attention to passengers with special needs

Sales representative, EJOOOS vape shop

From 01/06/2017 to 01/07/2017

Job Responsibilities

- Operated a cash register for cash ,check and credit card transactions
- Stocked and replenished merchandise according to store merchandising layouts.
- Priced merchandise, stocked shelves and took inventory of supplies.
- Alerted customers to upcoming sales events and promotions.
- Handled all customer relations issues in a gracious manner and in accordance with the shop policies.
- Welcomed customers into the store and helped them locate items.
- Educated customers about the brand to incite excitement about the company's mission and values.
- Resolved customers complaints in a professional manner.

EDUCATION

- Arab Open University \ Bachelor Study in Business Studies - System Tracks 2018 - Present
- Bahrain Institute of Banking & Finance \ International Foundation Program 2017 - 2018
- Sheikh Aziz Secondary Boys School \ General Studies in Business 2011 - 2014

COMMUNICATION

I do have the passion of delivering an excellent customer service, using my language ability and educational / practical background

PERSONAL INTERESTS:

General fitness and health care.

Team Sports; Actively participated in schools basketball team. Travel, Art & discovery.