



Anass Chaki

Restaurant Supervisor

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Contact

- 📅 32 years old
- 🇲🇵 Moroccan
- 👪 Married

About me

I am passionate about hospitality customer service, which led me to challenge myself daily and learn new skills that helped me ensure a high level of customer service is delivered to customers. An ambitious and organized person. I thrive on challenges and constantly set goals for myself, so I have something to strive toward, high skilled customer service and communication skills. I pride myself on making sure people have the right information because it drives better results.

Work experience

Restaurant supervisor [Park Hyatt Hotel](#) Doha

From October 2019 to June 2022

- Encourage teamwork and professionalism throughout the department, Ensure a safe working environment for all staff
- Train and schedule employees to ensure proper coverage.
- Monitor performance and recommend corrective action, Assists Manager with administrative duties, as assigned,
- Perform trainer tasks and conduct training for all staff as assigned
- Assumes full operational responsibilities for outlet in absence of an Assistant Restaurant Manager
- Establish and follow personal development plan.

Order Taker [Fourseasons Hotel](#) Casablanca

From November 2017 to September 2019

- Responsible for answering all telephone calls and prioritizing said calls.
- Directly involved in the order taking and order placing process while dealing with guest requests and orders, courteously, efficiently and promptly.
- Provide recommendations and suggestions to guests upon request.
- Excellent conversation skills and selling techniques at all times.
- Perform all duties and tasks per the tasks required at the outlet.

Head Waiter [Fourseasons Hotel](#) Casablanca

From January 2016 to November 2017

- Providing excellent service to ensure good guest satisfaction.
- Taking customer orders and delivering food and beverages.
- Making menu recommendations, answering questions and sharing additional information with restaurant manager.

Education

Catering service profession [IGMA School](#) El jadida, Morocco
From March 2014 to May 2014

IT Management Technician [IGMA School](#) El jadida, Morocco
From September 2010 to January 2013

Computer and Office [Institut Spécialisé de Technologie Appliquée](#) El jadida, Morocco
From 2009 to 2010

High School [Bouchaib Doukali](#) El jadida, Morocco
From 2008 to 2009

Work experience

Waiter [Mazagan Beach Resort](#) El jadida, Morocco

From June 2014 to January 2016

- Greeting guests and taking drink and food orders
- Staying attentive to the needs of guests in the dining area
- Delivering food from the kitchen to the guests
- Ensuring the food order is made correctly by kitchen staff and looks presentable for guests
- Following health code standards with regards to the handling of food
- Performing shift duties like delivering racks of cups to the service station, rolling silverware, pre-bussing tables, wiping tables and removing clearance and more

Certificats ;

My Learning Trainings [Park Hyatt Hotel](#) Doha

January 2021

- Newly Hired or Promoted: Human Trafficking (Frontline Colleagues)

Cyber Security and Privacy

- Delegating (Harvard ManageMentor)
- Developing Employees (Harvard ManageMentor)
- Decision Making (Harvard ManageMentor)
- Career Management (Harvard ManageMentor)
- Time Management (Harvard ManageMentor)
- Difficult Interactions (Harvard ManageMentor)
- Customer Focus (Harvard ManageMentor)
- Ethics at Work (Harvard ManageMentor)

Designated Trainer [Fourseasons Hotel](#) Casablanca

February 2019

Formateur F&B

Employee of the month [Fourseasons Hotel](#) Casablanca

August 2016

Skills;

- Problem-solving
- Effective Communication Skills
- Expert In Delegating Tasks
- Integrity
- Respects Team Members
- Positive Attitude
- Team-oriented
- Creativity.

Languages

English



French



Arabic



Computer skills

Birchstreet



Microsoft office



Opera



Micros POS

