

Osama Suleiman

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EDUCATION

SEP 2015 – PRESENT

**Blue Mountains International Hotel Management School
University, Australia**
Bachelor Degree in International Hotel and Resort
Management

SEP 2014 – May 2015

Cambridge International School, U.A.E
AS Level "Grade 12"

WORK EXPERIENCE

APR - SEP 2015

**Food & Beverage Attendant – Parmelia Hilton – Adelphi
Grill**

- customer complaints Handling
- Professional Coffee making skills
- Buffet Service, Function service, A la Carte Service, In-room dining service, VIP Service
- Great Communication Skills
- Restaurant Set Up

OCT - DEC 2015

**Food & Beverage Attendant - Blue Mountains International
Hotel Management School - Chambers, Yu&Me and Cookies
Cafe**

- Sequence of service
- Mise en place and Table maintenance
- Dealing with customer complaints
- Using Micros
- 3 plates carrying
- Food & wine pairing
- Customer service
- Mocktail and Coffee making
- Food preparation and cooking (Basic)
- Pastry making (Basic)
- Stewarding

OCT 2013

Nestle Klim (4 day contract)

- Provided complimentary milkshakes
- Assisted and complied the needs of the customers
- Created and designed games for the kids

AUG 2013

Nokia Lumai Promotion (3 day contract)

- Assisted Customers
- Explained the product and answered the needs of the customer

JUN 2013

E Max Electronics (7 day contract)

- Explained the doubts of the customers regarding the product

- Assisted individuals and answered questions regarding the store and its merchandise.

APR 2013

Al Tager Al Sagheer (5 day contract)

- Greeted customers and associating them with their needs
- Opened and closed cash registers
- Answer questions regarding the store and the merchandise
- Cleaned of shelves, counter and table tops
- Prepared merchandise for purchase or rental

Languages

- English (Fluent)
- Arabic (Fluent)
- Tagalog (intermediate)

SKILLS

- Proficient in MICROS
RSA certified
- Good time management skills
- Good organizational skills
- Experienced in working under pressure
- Proficient in MS Office Suite

ACTIVITIES

- Dubai Comic Con Volunteer 2015
- Swimming Team 2013 – 2014
- Madinat Jumeira Dance Show , Dubai 2012
- Football Team 2009 – 2010
- Rock Challenge 2008 – 2009
- Dubai Centre for special needs volunteer 2009
- Conservation of water program in U.A.E (Water Mark)

ACHIEVEMENTS

- Mentoring Scholarship Student (SRC) Food & Beverage Department
 - Student Representative Council (SRC) Event Coordinator
 - Swimming Team 3rd place
 - Water Mark Certificate
 - Rock Challenge Best Choreography 2011
 - Rock Challenge Best Lighting Effects 2012
 - Completion of Work Experience 2012 (Cambridge International School)
 - 3rd Grade Scholarship (British Curriculum School)
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REFERENCES

Professional References:

Jeremy Nairn
Restaurant Manager
14 Mill Street,
Parmelia Hilton Perth
WA 6000, Australia
T: 089 215 2422
E: Jeremy.nairn@hilton.com

David Thum
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