



Abdallah Trablsia

Date of birth: 16/02/1991 | **Nationality:** Syrian | **Gender:** Male | **Phone number:** (+971) 0582483554 (Mobile) | **Email address:** abdallahtrablsia@gmail.com | **Address:** Deira, Dubai, United Arab Emirates (Home)

ABOUT ME

Experienced captain waiter with a demonstrated history of leading and mentoring waitstaff teams. Known for exceptional customer service, meticulous order management, and conflict resolution skills. Expertise in coordinating table assignments, optimizing service flow, and handling special requests.

WORK EXPERIENCE

01/04/2020 – 01/06/2023 Latakia, Syria

CAPTAIN WAITER AL JGNON RESTAURANT

1. Assigning sections and tables to waitstaff for each shift.
2. Handling more complex customer inquiries, concerns, and requests.
3. Monitoring order accuracy and ensuring correct presentation of dishes and beverages.
4. Assisting in planning and coordinating special events, private parties, or large group reservations.
5. Handling escalated customer complaints or issues with professionalism and diplomacy.
6. Ensuring proper table setups, maintaining a smooth seating flow, and optimizing table turnover.

01/09/2015 – 01/06/2019 Mersin, Türkiye

WAITER MERSIN RESTAURANT

1. Greeting and welcoming customers as they arrive.
2. Taking orders accurately and efficiently.
3. setting up tables with proper utensils, glassware, and other essentials.
4. Keeping the dining area clean and well-organized.
5. Suggesting additional menu items, appetizers, desserts, or beverages to increase sales.
6. Accurately calculating bills and processing payments.

01/01/2011 – 01/01/2014 Latakia, Syria

ROOM SERVICE ROTANA AFAMIA HOTEL

1. Answering phone calls from guests placing room service orders.
2. Preparing orders correctly, ensuring proper presentation and garnishing.
3. Familiarizing oneself with the room service menu, including descriptions, ingredients, and prices.
4. Respecting guests' privacy and confidentiality while making deliveries.
5. Keeping carts, trays, and delivery areas clean and organized.

EDUCATION AND TRAINING

01/10/2007 – 01/10/2010 Latakia, Syria

HIGH SCHOOL DEPLOMA Joul Jamal High School

LANGUAGE SKILLS

Mother tongue(s): **ARABIC**

Other language(s): **ENGLISH**

DIGITAL SKILLS

Leadership | Order Management | Menu Knowledge | Hygiene and Safety Compliance | Cash Handling | Order Taking | Presentation | Efficient Delivery

