

# Mehdi Ammoumi

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## Objective

Obtain a Food Server position through The Service Companies to utilize my friendly disposition, attention to detail, fluency in languages, and excellent customer service skills

## Summary

- Multi-lingual and multi-cultural knowledge and expertise
- Team oriented leader with a strong work ethic and outstanding customer service and communication skills
- Organized, detail oriented and resourceful
- Personable and energetic at any time, always looking for different sources of motivation
- Eager to learn and always willing to go the extra mile

## Experience & Skills

### Lead Server

- Supervised and collaborated with four other servers and staff members and effectively fostered a team-orientated environment
- Checked on guests to verify satisfaction with meals and suggested additional items to increase restaurant sales
- Managed closing duties, including restocking items and reconciling cash drawer

### Hospitality Management

- Established hospitality and kindness guidelines to ensure overall positive guest experience and introduced personalized hosting
- Improved customer satisfaction from 73% to 96% in four months
- Launched an effective internet advertising campaign in EMEA and Oceania
- Increased average occupancy from 34% to 87% in one year

## Employment History

### Lyft, San Francisco, CA 2016-2019

- Safe transportation of customers to and from their desired destinations.

### Morgans Hotel Group, San Francisco, CA 2016

- Solved guest complaints and satisfied their needs to ensure a comfortable stay at the hotel