



OMAR EMAD EZZ

Captain Order

Address: Abo-Elhoul Historical Street, Giza - Egypt.

Phone: +20-114-848-9388

Email: emadomar@gmail.com

WhatsApp: +20-114-848-9388

SUMMARY

Experienced and reliable food service professional with over 10 years in high-paced restaurants, hotels, and cruise ships. Seeking a captain or supervisory position in a well-established hospitality venue to apply strong customer service skills, lead efficient teams, ensure guest satisfaction, and support operational excellence. Committed to delivering quality service, maintaining high standards, and adapting quickly to new challenges.

EDUCATION

Diploma in Tourism and Hotels, Department: Restaurant - Grade: Very Good | Dated: 2012-2015.

Egypt.

PROFESSIONAL EXPERIENCE

Captain Order | From January 2025 - Now.

Khufu Restaurant – Egypt.

Captain Order | From July 2024 - December 2024.

Grand Hayat – Egypt.

Captain Order | From January 2022 - June 2024.

Beer 88 Restaurant – Egypt.

Captain Order | From November 2021 – July 2022.

Crave Restaurant – Egypt.

Captain Order | From July 2019 – February 2020.

Meridien Pyramids Hotel – Egypt.

Captain Order | From November 2016 – October 2018.

Steak Out Restaurant – Egypt.

Captain Order | From August 2015 – September 2016.

Viking Nile Cruise Ship – Egypt.

Captain Order | From September 2012 – July 2015.

Spectra Restaurant – Egypt.

PROFESSIONAL SKILLS

- Supervising service teams during shifts.
- Training and guiding new staff.
- Taking and managing customer orders accurately.
- Coordinating between kitchen and service teams.
- Handling guest complaints calmly and effectively.
- Ensuring cleanliness and readiness of the service area.
- Applying food safety and hygiene standards.
- Managing table arrangements and dining setup.
- Upselling menu items to maximize sales.
- Supporting inventory checks and stock control.
- Using POS systems and handling billing.
- Working efficiently under pressure during peak hours.

PERSONAL SKILLS

- Strong communication and interpersonal skills.
- Ability to work independently and within a team.
- High level of attention to detail.
- Strong time management and organizational skills.
- Fast learner with the ability to adapt to new environments.
- Reliable and committed to work responsibilities.
- Able to handle pressure and multitask efficiently.
- Positive attitude with a customer-first mindset.
- Willingness to take extra steps to ensure quality service.
- Honest, punctual, and disciplined.

COMPUTER SKILLS

- Microsoft Office.
- Internet Searching and Browsing.
- Social Media.

LANGUAGES

- **Arabic:** Native (Mother Tongue).
- **English:** B1.

PERSONAL INFORMATION

- **Nationality:** Egyptian.
- **Date of Birth:** November 19, 1996.
- **Marital Status:** Married.
- **Military Status:** Exempted.

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Cover Letter

Dear sir,

I hope this message finds you well.

I am writing to express my interest in the captain order position at your establishment. With over 10 years of hands-on experience in restaurants, hotels, and cruise ships, I have developed the skills necessary to provide excellent service, lead teams, and ensure smooth daily operations in high-paced hospitality environments.

Throughout my career at well-known places like Meridien Pyramids Hotel, Viking Nile Cruise, and Crave Restaurant, I consistently delivered professional service, handled guest needs promptly, and maintained high standards of cleanliness and efficiency. I am confident managing orders, supervising staff, solving problems quickly, and supporting both front and back-of-house coordination.

I work well under pressure, adapt easily to new systems, and stay committed to guest satisfaction. I am ready to bring this dedication and experience to your team and contribute to continued service excellence.

Thank you for considering my application. I am available for an interview at your convenience and can start immediately.

Best regards,

Omar Emad Ezz