



# Ali Hammoud

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Email: hammoudali1996@outlook.com

Phone (Qatar): +974 66413310

Phone (Lebanon): +961 71382386

## Professional Summary

Dedicated and hospitable restaurant professional with over 7 years of progressive experience in leading food and beverage teams across Lebanon and Qatar. Proven track record of excellence in guest service, team supervision, conflict resolution, and ensuring smooth restaurant operations. Passionate about delivering exceptional dining experiences through effective communication, a detail-oriented approach, and strong leadership.

## Work Experience

- Acting Supervisor

Debs W Remman – Doha, Qatar | 2022 – Present

- Supervised daily restaurant operations to ensure high-quality service and customer satisfaction.
- Managed, coached, and motivated front-of-house staff to maintain professional standards and boost team performance.
- Handled guest feedback and complaints efficiently, turning challenges into opportunities for positive experiences.
- Ensured compliance with hygiene and safety regulations, as well as brand standards.

- Team Leader

Crepaway – Beirut, Lebanon | 2018 – 2022

- Led a team of waiters and host staff, scheduling shifts and delegating duties to ensure smooth service.
- Supported training of new team members and upheld company service protocols.
- Assisted in resolving guest issues calmly and efficiently to guarantee repeat business and satisfaction.
- Acted as a bridge between staff and management to promote team alignment and productivity.

- Head Waiter

Riviera Hotel – Beirut, Lebanon | 2017 – 2018

- Provided high-level service in a fine dining environment, managing large guest volumes with attention to detail.
- Trained junior staff on service standards, menu knowledge, and guest interaction.
- Maintained a strong presence on the floor, ensuring guest needs were met promptly and courteously.

## Skills

- Guest Relations: Warm and approachable demeanor; skilled in creating positive guest experiences and handling feedback with professionalism and tact.
- Team Communication: Strong communicator; foster open and respectful dialogue with staff to encourage collaboration and high performance.
- Conflict Resolution: Proficient in calmly addressing guest complaints and staff concerns to find quick and effective solutions.
- Leadership: Capable of leading diverse teams in high-pressure environments with confidence and a results-driven mindset.
- Attention to Detail: Committed to maintaining cleanliness, order, and consistency in service delivery.
- Hospitality Mindset: Always going the extra mile to ensure guests feel welcome, comfortable, and valued.

## Languages

- Arabic (Native)
- English (Fluent)

## References

Available upon request.