



# Hassan Osman

im compassionate and dedicated individual, strong work ethic. i am resilient and empathetic person,

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## Languages

English (Native)

## About

Enthusiastic and outgoing, I am proficient at building positive relationships with everyone around me as a dependable team member and a strong communicator. I am highly trained working underweight and accomplishing set tasks. With much experience, I am approachable and friendly towards customers and communicate with utmost respect. Throughout my time completing various work experience opportunities I have learnt much about working environments and pride myself on my presentation as well as punctuality. I both understand and comply with company policies and regulations. I enjoy learning languages and communicating with different people. I wish to use these attributes to make a real, tangible difference in the company that I work for.

### BRANDS WORKED WITH

- Aloft Hotel
- Ethos Farm
- Fortnum & Mason
- J7 Security Services
- Mayfair Hotel
- Sainsbury's
- Strand Palace Hotel
- The May Fair Hotel
- Wincanton

## Experience



### waiter

Fortnum & Mason | May 2021 - Oct 2022

- Welcoming and Seating Visitors: Inviting customers as they arrive at the eatery, escorting them to their tables, and giving them menus.
- Taking Orders: understanding and hearing the customers' orders and attention to detail
- Cleaning and Resetting Tables: after clients are finished, I clean the table and reset it for another client before they enter the restaurant.
- Helping with Side Obligations; I regularly performed extra errands to back eatery operations, such as restocking supplies, cleaning flatware, collapsing napkins, and keeping up cleanliness in work zones.



### meetings and events

The May Fair Hotel | May 2021 - Oct 2022

Assisting in the planning and organization of meetings and events from start to finish. This includes researching venues, negotiating contracts, arranging catering, coordinating transportation, and managing event logistics.

providing administrative support to the events team by handling emails, phone calls, and inquiries related to upcoming meetings and events. This could involve managing RSVP lists, sending out invitations, and maintaining databases.

Assisting with on-site event management, including setting up event spaces, coordinating with vendors and staff, managing registration, and troubleshooting any issues that may arise during the event.

Providing excellent customer service to internal and external stakeholders, ensuring their needs are met before, during, and after meetings and events. This includes addressing inquiries, handling complaints, and soliciting feedback for continuous improvement.



### customer service

Ethos Farm | Jan 2021 - Jan 2022

- Maintaining a positive, empathetic, and professional attitude toward customers always.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and

complaints.

- Communicating and coordinating with colleagues, as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

## Education & Training

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- **dipoloma**

6 GCSEs Grade 5- 6 Btec,