

# Shadi Mahdi

## Food & Beverage Hospitality Service



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📍 IMPZ, Dubai, UAE

🏳️ Lebanese

📅 14/01/1993

### PROFILE

Experienced hospitality professional with a flair for excellence and a passion for elevating the dining experience. From orchestrating seamless service as a head waiter to crafting exquisite cocktails as a skilled bartender, I've honed my skills at renowned hotels and restaurants. I've consistently set the bar high, ensuring every guest feels like a VIP. My dedication to service and my ability to create unforgettable moments make me the perfect addition to any F&B team.

### SKILLS

**Customer Service Skills • Cash Handling Skills**

**Teamwork & Adabtability**

**Microsoft Office and Computer Software Proficiency**

**Bartending Skills • Wine Knowledge**

**Leading By Example • Up-selling Talent**

**Excellent Leadership • POS Systems**

**Cost Controlling Skills & Knowledge** (Inventory Management, Promotions, FIFO, Labeling)

### EDUCATION

**TS3 Technical Degree in Hotel Management,**  
Hospitality Institute of Beirut  
Beirut, Lebanon

### LANGUAGES

**Arabic** (Native)

**English** (Full Working Proficiency)

### PROFESSIONAL EXPERIENCE

#### **Andreea's Beach Club, Team Leader**

05/2023 – present | Dubai, UAE

- Successfully navigated challenging conditions, showcasing adaptability and resilience while delivering exceptional service to beach club guests.
- Identified and engaged with clientele capable of purchasing premium brands, skillfully recommending and promoting high-end items to enhance profitability.
- Implemented successful upselling techniques, contributing to increased revenue by strategically suggesting premium items and alcoholic beverages.

#### **Hilton Hotel (Gonpachi Restaurant), Head Waiter**

2022 – 2023 | Dubai, UAE

- Excelled at Upselling due to my extensive knowledge in products and suggestive selling technique
- Oversaw the professional development and performance of the waitstaff, ensuring adherence to service standards and protocols.
- Conducted comprehensive training and onboarding sessions for new team members and trainees.

#### **Horizon Hotel (Acacia Restaurant), Team Leader**

2021 – 2022 | Basra, Iraq

- Assisted in training new team members and consistently upheld service standards.
- Contributed to a positive work atmosphere and the overall success of the restaurant.

#### **IHG InterContinental Le Vendome, Bartender**

2018 – 2021 | Beirut, Lebanon

- Crafted and served a wide range of premium cocktails and beverages in a luxurious and upscale hotel bar setting
- Maintained an in-depth knowledge of the hotel's beverage menu, wine list, and signature cocktails, delivering personalized recommendations to guests
- Effectively handled guest inquiries, resolved issues, and provided a memorable and personalized bar experience.

#### **Mövenpick Beirut, Restaurant Captain**

2010 – 2018 | Beirut, Lebanon

- Garnered multiple Michelin Stars for exceptional performance in both head waiter and room service roles at Mövenpick Hotel, achieving perfect scores of 100.
- Maintained high standards of service etiquette, presentation, and timing, consistently meeting or exceeding guest expectations.
- Played a pivotal role in maintaining the restaurant's AAA Five Diamond status.
- Supervised a team of 15+ waitstaff in a luxury fine dining setting, ensuring exceptional service and guest satisfaction.