

ISSA AL-GBURI

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OBJECTIVE

Motivated individual focused on customer/guest satisfaction through exceptional service and maintaining established service standards and procedures. Thorough knowledge of banquet operations, food service, in room dining and housekeeping. Exceptional people skills with down-to-earth, outgoing personality.

HIGHLIGHTS

Proficient people person	Adapts well to change
Maintains professional demeanor	Knowledgeable and friendly
Organized and able to prioritize	Self-starter
Multi-tasker	Hardworking
Team player	Time management ability
Flexible schedule	Enjoy tasks that are challenging

WORK EXPERIENCE

TWO ROADS HOSPITALITY/THOMPSON CHICAGO HOTEL

October 2015- Present

Positions: Banquet Houseman, Banquet Server, In Room Dining Server

- Set up meeting space on a daily basis according to specific event orders
- Maintained cleanliness and organization of meeting space
- Maintained and ensured all meeting service equipment (tables/chairs/buffet service, etc.) was in order and clean
- Serviced all weddings and social events when needed
- Filled in as in room dining server when needed
- Assisted with set up of beverage service for all social events
- Maintained cleanliness of all public areas
- Followed all Forbes standard when serving in banquets and in room dining
- Assisted in housekeeping as houseman when needed

FOOD FOR THOUGHT – CATERING

January 2015-June 2015

Position: On Call Server

- Served all events when needed
- Assisted in set up and breakdown when needed
- Worked all events from 10 to 800 attendees
- Worked all different styles of service (tableside order, sweep, French, family, etc.)
- Worked at various venues throughout the Chicago area

WORK EXPERIENCE *(continued)*

ULKER (Located in Turkey)

January 2013 - November 2014

Position: Food Delivery Attendant *(left to move to United States)*

- Processed all orders to specification
- Delivered all orders within time quoted
- Confirmed all orders with kitchen
- Assisted with order taking when needed
- Communicated any delays in delivery with customers and/or management

GALLERIA MARKET (Located in Turkey)

August 2012 – January 2013

Position: Cashier/Customer Service

- Performed all opening/closing tasks as assigned
- Followed all cash handling policies and procedures on a daily basis
- Assisted management with ordering product on a weekly basis
- Assisted management with monthly inventory
- Maintained cleanliness and organization of the market daily

EDUCATION

AL FURSAN HIGH SCHOOL

2008-2012

Graduation with High School Diploma

ADDITIONAL TRAINING/CERTIFICATIONS

HEARTLAND ALLIANCE

2015

Certification: Hospitality Training

Fluent in Arabic and Turkish and proficient in English

**References available upon request*