



Ouiame Hayati

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Flat 401, Centre Heights
137 Finchley Road
London England

Languages

- English
- French
- Arabic

SKILLS

- Communication
- Teamwork
- Ability to work under pressure
- Problem solving

Certificate

- Award for Door Supervisors in the private Security Industry
- Intermediate General English at castle School of English in Brighton
- Certificate from straight A Training ;Farnborough
- Hospitality Team Member-Apprentice-Level2—Awarded on feb2024

Hospitality Certified Professional

WORK EXPERIENCE

31/01/22 - Present

Housekeeping Assistant – Ministry

➤ Interim Manager when required
01/04/19– 31/01/20

Bar waitress – Restaurant Fait maison

- Explain and serve drinks, Cocktails and coffes to Guets .
- Look happy and presentable to serve them
- Speaking your customer 's language
- Answering phone calls with using appropriate etiquettes
- Establish rapport with guests to build loyal and satisfied customers

Internships completed in Morocco

From 24/04/17 to 04/05/17

Call center training OXO Morocco

From 01/02/16 to 31/03/16

Internship in a fiduciary office

From 01/01/14 to 16/02/14

Internship conducted at the Municipality

From 2010 to 2011

Training in Sales and marketing in college lasalle

EDUCATION

OFFPT Morocco/Public Professional training institution

2014 -2016

- Specialized Technician's diploma in **Business Management**

OFFPT Morocco/Public Professional training institution

2012 - 2014

- Specialized Technician's diploma in **Accounting**