

# OZODEB ABDUNAZAROV

Waiter



## ABOUT ME

Excellent interpersonal communication skills with focus on guest satisfaction when interacting with patrons. Enthusiastic and reliable professional takes pride in providing excellent customer service and creating memorable dining experiences for restaurant customers. Skilled in anticipating customer needs, addressing complaints and resolving issues in timely manner. Maintains focus and positive attitude in stressful situations and high-volume environments.

## LANGUAGE

English -----

Russian -----

Uzbek -----

## SKILLS

- Menu Knowledge
- Quality Control
- Food Spoilage Prevention
- Price Memorization
- Service Prioritization
- Order Accuracy and Delivery

## CONTACT

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🌐 Namangan, Uzbekistan

## EDUCATION

### 2019 - 2021

Academic Lyceum Engineering Technology

Namangan, Uzbekistan

### 2010 - 2019

High School Diploma Russian School

Namangan, Uzbekistan

## EXPERIENCE

### May 2023 - Sep 2024

Dukes The Palm Royal Hideaway Hotel / Dubai, UAE  
Room Service Waiter

- Set tables, and trays according to the type of food ordered and the hotel's service standards.
- Performs opening and closing procedures established for the department.
- Accurately records, pre-checks, and picks up all food and beverage orders.
- Check-in with guests to ensure satisfaction with each food course and/or beverage.
- Responsible for cleaning and removing the trolleys/trays from guest rooms and corridors.
- Serves guests their food and beverages in a prompt, courteous manner as per the standard sequence of service.
- Present physical and accurate checks to guests and complete the payment process.

### Sep 2021 - Apr 2023

Leonardo Royal Hotel Warsaw

Waiter

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g., about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Provide excellent customer service to guests