



### Contact Details

Mobile No. +971 581660519

Address: Dubai, United Arab Emirates

Email: turarbeksanjar@gmail.com

### Academic Profile

Academy of Tourism

### Certificate

Bishkek #85 KG SCHOOL

Diploma of Tourism

### Personal Profile

Civil Status: Single

Nationality: Kyrgyzstan

Date of Birth: August 13, 1995

### Languages

- **English** - *excellent*
- **Russian** - *excellent*
- **Turkish** - *excellent*

## Sanzhar Turarbek uulu

### OBJECTIVE

To obtain a challenging in Front desk environment where my resourceful experience and academic skills will add value to organizational operations that will allow me to further my career, and offer me ample opportunities to unlock my full potential.

### WORK HISTORY

#### Rixos Bab Al Bahr, Ras Al Khaimah, UAE

September 5, 2020 present

##### Guests Service

- Greeting guests upon arrival and making them feel welcomed.
- Administering check-ins and check-outs.
- Providing front desk services to guests.
- Assigning rooms and taking care of administrative duties.
- Delivering mail and messages.
- Processing guest payments.
- Coordinating with bell service and staff management.
- Being a source of information to guests on various matters such as transport and restaurant advice.
- Processing meal and beverage requests.
- Accommodating general and unique requests.
- Diffusing conflict or tense situations with guests.

#### Burj Khalifa, Atmosphere – Dubai, UAE

February 20, 2022 to June 20

##### Senior Waiter

- Supervising junior team members.
- Support the Supervisor in the smooth running of the section.
- Delivering excellent standards of service in a friendly and professional manner to our guests.
- Assist with training and development of junior team members.
- Proactively welcoming and greeting all guests and visitors to the Restaurant and the Hotel.
- To assist in the set up of the restaurant before service, ensuring all required items are stocked and ready.
- To seat guests offering them menus, drinks and providing explanations of the menu when required.
- To deal efficiently and courteously with all guest queries.
- Ensuring the restaurant environment is always maintained and cleaned to a high standard both during and after service
- Delivering consistent, exceptional service in line with the luxury standards.
- Excellent knowledge of restaurant menus to be able to offer guidance and make recommendations.

## QUALIFICATIONS

- ✓ Good organizational and Multi-task abilities.
- ✓ Honest and hardworking professional in quest of a fast paced work Environment.
- ✓ A friendly and energetic personality with customer service focus.
- ✓ Solid communication and interpersonal skills.
- ✓ Trustworthy, good listener and team player.
- ✓ Open to change, thrive on challenges and willing to learn new things.
- ✓ Can work under pressure and has good work ethics.

### Atlantis the Palm – Dubai, UAE

December 26, 2017 to January 20, 2020

#### Waiter

- Greet customers and seat them according to their preferences and offer welcome drinks and beverages.
- Take orders and provide information about menu items.
- Suggest food and beverages to the guest and also try to up sell.
- Ensure that the order is prepared according to the menu and ensure order quality and quantity prior to serving.
- Ensure that continued service is managed during the course of the meal.
- Accept payment in cash and credit card.
- Clear table and clean table tops and change table cloths and clear dishes and flatware.
- Carry dishes and flatware to the kitchen.

### Max Royal – Antalya, Turkey

July 2013 to August 2015

#### Tour Guide

- Greeting and welcoming customers to the tour.
- Informing customers about the itinerary for each tour.
- Planning itineraries in accordance with weather forecasts and the length of each tour.
- Scheduling visits and purchasing tickets to museums, galleries, protected parks, and other attractions ahead of time, if required.
- Planning alternate activities in the event that cancellations, closures, or weather prohibit you from attending scheduled events.
- Gathering and maintaining the requisite equipment for each tour.
- Familiarizing yourself with the layout and history of the region or establishment in which you will be working.
- Familiarizing customers with each region or establishment.
- Encouraging guests to apply sunscreen regularly and to remain hydrated, if applicable.
- Directing customers to other, non-competing services that might be of interest to them.