



ESOEV SAIDBEK

Hospitality and Restaurant business
(Customer services)



OBJECTIVE

A highly talented Customer services with huge experience in efficiently checking guests in/ out of the Hotels. Accomplished and energetic Customer service with a solid of achievement in standing problem solving. Motivated leader with organizational and prioritization abilities. Areas of expertise include computer literacy, banking and administration.



CONTACT

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EDUCATION

BA- International relations and diplomacy (4years)

Institute Of Public Administration under the President of the Republic of Tajikistan with mutually Limkokwing University Of Malaysia.

GPA: 4.0

MA-Foreign Policy and Diplomacy (2Years)

National Academy of Science of the Republic of Tajikistan- The Institute of studying the Problems of Asian and European.

GPA: 4.0

WORK EXPERIENCE

SARVAR. LLC (Tajikistan)

2015-2017.

Responsibilities: Front desk (Reception)

- Welcome and greet guests with great courtesy
- Manage room reservations using a computerized reservations system
- Address guests concerns and special requests in a professional and personable manner
- Ensure that guests are settled comfortably in their rooms, makes necessary adjustments if needed
- Help guests with their things including luggage and other valuables
- Get transport for customers and reservations in local restaurants
- Answer telephone calls and transfers these to guest rooms
- Take and relay telephone messages for hotel guests and others
- Prepare bills, handle and process checkouts, take payments
- Man the hotels business center and other units if necessary
- Communicate with housekeeping and maintenance staff to ensure that great quality service is provided to guests
- Deal with complaints and problems
- Answer queries of guests about various information and services of the hotel
- Do other administrative and hospitable functions assigned from time to time

Andaman- Luxury Collection Resort, Langkawi (Malaysia)

2017-2018.

Responsibilities: Guest Service Agent

- To greet and welcome the guests who are checking in, arrange for the collection and storage of their luggage
- To pay close attention and carefully listen to the needs of the guests and to attend to their special needs
- If there are any issues, he/she is responsible for apologizing in an empathetic manner and then sorting out the problems in a calm and quiet manner
- To keep a track of the current hotel accommodations and ensure that the hotel registration procedures are carried out appropriately
- To promptly respond to the customer's inquiries and demands, and make arrangements for the subsequent services by coordinating with the other department
- To promote the products and services of the hotel, so that there is maximum flow of cash ensuring better business growth.

GERARD (UAE, Dubai)

2018-2020

Responsibilities: Assistant Manager

- Research new wholesale food suppliers and negotiate prices
- Calculate future needs in kitchenware and equipment and place orders, as needed



SKILLS

- Sensitivity to the needs of others
- Keen eye for details
- Ability to organize and prioritize tasks effectively
- Formal training in hotel service
- Friendly and outgoing personality
- Fantastic problem-solving skills
- Great interpersonal skills
- Proficiency in Microsoft Word, Excel, and PowerPoint
- Great interpersonal, customer services, and leadership skills
- Ability to work independently
- Willingness to work long hours
- Ability to work under pressure and to multitask
- Resourcefulness and great communication skills



LANGUAGE

- **Persian (native)**
- **Russian (expert)**
- **English (expert)**
- **Germany (basic)**
- **Japanese (basic)**
- **Arabic (basic)**

ACHIEVEMENTS

BOOKING.COM – system awarded by USAID program in 18-19/03/2019

OPERA- system for taking orders by RH in 15/10/2019

- Research new wholesale food suppliers and negotiate prices
- Calculate future needs in kitchenware and equipment and place orders, as needed
- Manage and store vendors' contracts and invoices
- Coordinate communication between front of the house and back of the house staff
- Prepare shift schedules
- Process payroll for all restaurant staff
- Supervise kitchen and wait staff and provide assistance, as needed
- Keep detailed records of daily, weekly and monthly costs and revenues
- Arrange for new employees' proper onboarding (scheduling trainings and ordering uniforms)
- Monitor compliance with safety and hygiene regulations
- Gather guests' feedback and recommend improvements to our menus.

Nikki beach, Hotel and Resort (Dubai,UAE) 2020 untill now

Responsibilities: Customer Services specialist

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Identify customer needs and help customers use specific features
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Update our internal databases with information about technical issues and useful discussions with customers
- Monitor customer complaints on social media and reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved
- Gather customer feedback and share with our Product, Sales and Marketing teams
- Assist in training junior Customer Support Representatives