



Sami Ullah Shahzad

RESTAURANT WAITER /
CUSTOMER SERVICE

CONTACT

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SKILLS

- Conflict resolution
- Excellent communication
- Order taking
- Time management
- Positive attitude
- Menu knowledge
- Physical stamina
- Cleanliness
- Table setting
- Stress management
- Food safety awareness

LANGUAGES

- English
Conversational
- Urdu
Fluent

PROFESSIONAL SUMMARY

Enthusiastic Waiter provides customers with an exceptional dining experience. Expertise in taking orders, managing customer inquiries, and upselling. Proven track record of exceeding customer expectations and providing excellent customer service.

Hard-working professional with experience in ingredient pairings, plating, food presentation, and nutrition. Frequently praised as adaptable by peers, I can be relied upon to help your team achieve its goals.

EXPERIENCE

January 2023 - February 2024

Restaurant Waiter

Gates hospitality , Dubai

- Demonstrated excellent customer service skills by promptly taking orders, delivering food and beverages, and addressing any customer concerns or complaints.
- Greeted patrons at assigned tables and promptly addressed questions and requests.
- Greeted customers and provided menu information to create a positive dining experience.
- Explained menu descriptions, preparation methods, and portion sizes to assist in decision-making.
- Suggested items based on expressed guest preferences.

March 2022 - January 2023

Customer Service Representative

Roxy cinemas , Dubai

- Handled customer complaints and inquiries in a courteous and efficient manner.
- Developed strong customer relationships and loyalty through effective communication.

EDUCATION

April 2020

High School Diploma

The learners school Systems , Lahore , Punjab

CERTIFICATIONS

- Food hygiene