



SAMEER RIZWAN

Waiter & Customer Service

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Address
📍 Al Satwa , Dubai

Nationality
🇵🇰 Pakistani

Date Of Birth
📅 21 Aug 2001

Linkdin
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About Me

A highly motivated and customer-oriented waiter with over 7 years of experience providing excellent service in fast-paced restaurants. Adept at multitasking, delivering exceptional guest experiences, and contributing to team success. Looking for a waiter position to further develop my skills and contribute to a dynamic team. Demonstrated ability to work collaboratively within a team and efficiently coordinate with kitchen and bar staff to ensure seamless operations. Eager to further develop my skill set and contribute to a dynamic team in a customer-focused environment, bringing my passion for hospitality and service excellence to the next level.

Skills

- Customer Service Excellence
- Multitasking
- Active Listening
- POS SYSTEM OPERATION
- Menu Knowledge
- Teamwork
- Food and Beverage Safety
- Cash Handling
- Physical Stamina
- Upselling

Reward

Sep 2023 | Dream Resturant (Dubai)
The Best Employee of the Month

Feb 2021 | P.F Chang`s (Pakistan)
The Best Employee of the Month

Languages

English
Urdu
Punjabi

Experience

Resturant Waiter Sep 2022 - Present
Dream Resturant (Dubai)

- Greeted customers, took food and beverage orders, and provided menu recommendations.
- Delivered food and drinks efficiently while ensuring guest satisfaction throughout their dining experience.
- Collaborated with kitchen staff to ensure timely preparation and service of meals.
- Handled customer complaints and concerns in a professional and calm manner.
- Managed cash register and processed payments using POS systems.
- Assisted with setting and clearing tables, ensuring cleanliness and orderliness in the dining area.

Export Officer July 2021 - Aug 2022
Cresent Bahuman Ltd (Pakistan)

- Coordinate the export process from order receipt to delivery, ensuring compliance with international trade regulations and customer requirements.
- Prepare and manage export documentation, including commercial invoices, packing lists, certificates of origin, and shipping instructions.
- Communicate with clients to confirm order details, shipping schedules, and product specifications, ensuring full customer satisfaction.
- Monitor inventory levels, track shipments, and ensure all products are shipped according to deadlines and client specifications.

Serve Captain Sep 2020 - June 2021
P.F Chang`s (Pakistan)

- Greeted customers, took food and beverage orders, and provided menu recommendations.
- Delivered food and drinks efficiently while ensuring guest satisfaction throughout their dining experience.
- Collaborated with kitchen staff to ensure timely preparation and service of meals.
- Handled customer complaints and concerns in a professional and calm manner.
- Managed cash register and processed payments using POS systems.
- Assisted with setting and clearing tables, ensuring cleanliness and orderliness in the dining area.

Bar In Charge / Shift Supervisor April 2019 - Aug 2020
QB`z Maison De the (Pakistan)

- Managed daily restaurant operations, ensuring high standards of service, cleanliness, and efficiency.
- Supervised a team of 15 front-of-house staff, including waiters, bartenders, and hosts, to ensure timely service and smooth workflow.
- Collaborated with kitchen staff to ensure timely preparation and service of meals.
- Handled customer complaints and concerns in a professional and calm manner.
- Managed cash register and processed payments using POS systems.
- Worked closely with the kitchen team to ensure smooth coordination between the dining and kitchen areas.
- Assisted in the development and implementation of staff training programs, enhancing customer service skills and operational knowledge.
- Scheduled staff shifts based on anticipated guest volume and event schedules, ensuring sufficient coverage during peak times.

Server / Order Taker July 2017 - March 2019
X2 Pan Asian Dining (Pakistan)

- Greeted customers, took food and beverage orders, and provided menu recommendations.
- Delivered food and drinks efficiently while ensuring guest satisfaction throughout their dining experience.
- Collaborated with kitchen staff to ensure timely preparation and service of meals.
- Handled customer complaints and concerns in a professional and calm manner.
- Managed cash register and processed payments using POS systems.
- Assisted with setting and clearing tables, ensuring cleanliness and orderliness in the dining area.

Education

Intermediate , F. A 2020 - 2022
Bise Lahore Private Education,Pakistan