

# ELZAT RYSBEKOVA



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Kyrgyzstan, Bishkek city

## LANGUAGE

- English - fluent
- Russian - native
- German - basic
- Turkish - basic

## SKILLS

- Excellent customer service
- Strong communication skills
- Table management & reservations
- Upselling & menu recommendations
- Multitasking in fast-paced environments
- Problem-solving & conflict resolution
- Teamwork & collaboration
- POS system operation
- Cash handling & billing
- Knowledge of menu & dietary restrictions
- Attention to detail & cleanliness
- Hospitality etiquette & professionalism
- Adaptability & flexibility
- Time management skills
- Handling guest complaints & special requests

## EDUCATION

Kyrgyz Economic University  
Faculty of Economics

## EXPERIENCE

### Novotel Hotel 5\*

July 2023 - Nov 2024

#### Head Hostess

- Managed guest reservations, seating arrangements, and dining flow for maximum efficiency
- Greeted and welcomed VIP and regular guests, ensuring personalized experiences
- Coordinated with waitstaff and kitchen teams to optimize service operations
- Handled guest inquiries, complaints, and special requests with professionalism
- Maintained a high standard of hospitality and service etiquette
- Assisted in event planning and private dining arrangements
- Monitored dining area cleanliness and ambiance to uphold brand standards
- Promoted upselling opportunities to enhance guest experience and revenue

### Novotel Hotel 5\*

Feb 2022 - July 2023

#### Hostess

- Welcomed and seated guests, ensuring a warm and inviting atmosphere
- Managed guest reservations and seating arrangements for smooth operations
- Assisted in coordinating table assignments and dining flow
- Provided menus, introduced specials, and answered guest inquiries
- Maintained a high level of hospitality and customer service
- Assisted in handling guest requests, complaints, and special accommodations
- Ensured the cleanliness and organization of the reception and dining area
- Collaborated with servers and kitchen staff to optimize service
- Monitored guest satisfaction and gathered feedback for improvement

### Damas International Hotel

Sep 2019 - Feb 2022

#### Waitress

- Provided exceptional customer service, ensuring a pleasant dining experience
- Took guest orders accurately and communicated them to the kitchen staff
- Served food and beverages promptly and professionally
- Recommended menu items and upsold specials to enhance sales
- Assisted in setting up and maintaining a clean dining area
- Handled guest inquiries, special requests, and complaints efficiently
- Processed bills and payments using POS systems
- Worked closely with kitchen and bar staff to ensure smooth service
- Maintained knowledge of menu items, allergens, and dietary restrictions