

# MERUYERT MAZHINOVA

Ambassador



## CONTACT

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## EDUCATION

**Abai Kazakh National  
Pedagogical  
University**

Master of Economics  
2019-2021

**Al-Farabi Kazakh  
National University**

Bachelor of  
Economics  
2009-2013

## SKILLS

- Microsoft Office
- Oracle
- QuickBooks
- Micros
- Opera PMS
- Organizational skills
- Leadership
- Work according to standards
- Time management

## LANGUAGES

- English - Upper Intermediate
- Russian - Fluent
- Kazakh - Fluent
- Turkish- Elementary
- Ukrainian- Elementary

## CAREER OBJECTIVE

Passionate and detail-oriented hospitality professional seeking a position in a company I can be proud of. I thrive in a supportive atmosphere where teamwork and excellent service create a welcoming environment. I am dedicated to helping people, ensuring they have a great experience, and continuously learning and developing my skills to contribute effectively to the team and the company's success. My important qualities include responsibility, excellent communication skills, teamwork and discipline.

## WORK EXPERIENCE

### Waitress

**"Rixos Almaty" 5\*Hotel  
Almaty, Kazakhstan**

- Tablesetting in accordance with established standards;
- Control over the cleanliness, condition and completeness of appliances, dishes and tablecloths and napkins on the tables;
- 07.2011 - • Studying the menu, knowledge of the main and seasonal dishes and drinks offered to guests;
- 06.2012 • Advising guests of the restaurant about the features of dishes and drinks;
- Assistance in the preparation of the order;
- Taking orders from the guests of the restaurant;
- Serving food and drinks according to the restaurant service rules;
- Taking measures to resolve the problems that have arisen with the guests;
- Creation of an atmosphere of hospitality in the institution (attitude towards guests, demeanor, appearance);
- Exercising leadership over the assistant waiters;
- Presenting the bills to guests;
- Getting paid on bill, feedback.

### Receptionist

**"Jason's Hostel"  
Anchorage, USA**

- Greet all guests and assist them with check-in and check-out;
- 06.2012 - • Maintain a positive attitude and friendly demeanor;
- 09.2012 • Respond to all guest questions and requests;
- Answer and forward phone calls;
- Manage guest bookings and reservations;
- Keep a tidy and orderly workspace;
- Assist with administrative and clerical tasks as needed.

### Pizza maker

**"Round Table Pizza"  
Anchorage, USA**

- Preparing pizza dough, sauces, and various toppings;
- 06.2012 - • Monitoring the temperature of the pizza ovens as well as cooking times;
- 09.2012 • Preparing high-quality pizzas according to company recipes;
- Monitoring inventory and placing orders for more supplies as needed;

# CERTIFICATES

Best employer of 2020

Best Hotel Team 2022

- Cleaning workstations before pizza preparation;
- Plating or packaging pizzas accordingly;
- Managing all food order slips and ensuring that customers' orders are completed in a timely manner;
- Disposing of expired or spoiled ingredients at the end of each shift.

## Waitress

### "Zanoza" Coffee Shop

#### Almaty, Kazakhstan

- Preparing the cafe for work;
  - Performing wet and dry cleaning;
  - Taking orders and serving guests according to service standards;
  - Quality control of food and drinks sold;
- 01.2013 -
- Deliver checks and collect bill payments;
  - Working with feedbacks;
  - Compliance with the internal labor regulations;
- 07.2018

## Hostess

### "Onlywood" Pizzeria Trattoria

#### Key West, USA

- Greet and welcome arriving guests;
  - Escort customers to their tables or the waiting area;
- 02.2019 -
- Take reservations and assigns guests on the waiting list;
  - Answer phone calls and customer inquiries;
- 07.2019
- Take orders for delivery and pick-ups;
  - Assist restaurant staff when necessary;
  - Maintain clean and organized tables, chairs, and dining sets;
  - Provide menu and server information.

## Waitress

### "The Stoned Crab" Seafood Restaurant

#### Key West, USA

- Prepare tables by setting up linens, silverware and glasses;
  - Inform customers about the day's specials;
  - Offer menu recommendations upon request;
  - Up-sell additional products when appropriate;
- 02.2019 -
- Take accurate food and drinks orders, using a POS ordering;
  - Communicate order details to the Kitchen Staff;
- 07.2019
- Serve food and drink orders;
  - Check dishes and kitchenware for cleanliness and presentation and report any problems;
  - Deliver checks and collect bill payments;
  - Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations;
  - Follow all relevant health department regulations;
  - Provide excellent customer service to guests.

## Guest Relation Officer

### "Rixos Almaty" 5\*Hotel

#### Almaty, Kazakhstan

- Providing 24/7 communication with guests.
  - Providing the guest with complete information about the hotel, services, etc.
- 09.2019 -
- Ensuring the fulfillment of all orders, wishes, requests.
- 05.2022
- Quick response to complaints, claims, and dissatisfaction of guests.
  - Problem solving.
  - Communication with other departments and management.
  - Check-in / Check-out.
  - Feedback

## IVD order taker

### Siyam World Maldives

#### Republic of Maldives

- Process in-villa dining, floating breakfast, and VIP/celebration orders in Opera & Micros with accurate billing and allergy/dietary requirements.
- 05.2025 -
- Coordinate kitchen, call centre, and runners to ensure timely delivery and guest satisfaction.
- Present
- Prepare and update daily arrival and turndown amenity sheets; maintain spreadsheets and reports.
  - Conduct courtesy calls and follow-ups to confirm order quality and guest needs.
  - Manage end-of-shift handovers, emails, and special requests to keep operations seamless across shifts.