

Hidden data

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06.05.1994.

## Skills

Food plating and presentation  
Order taking  
Extensive menu knowledge  
F&B operations  
Restaurant deep cleaning  
Computer skills  
strict work ethic  
can-do attitude  
Hospitality and supervisory experience  
Interpersonal skills  
Spirits, wine and food service  
Guest needs anticipation  
Health regulatory compliance

Energetic Waitress with 9 years of experience serving international guests. Cheerful when greeting customers, serving items and handling special requests. Committed team player thriving in bustling environments. Possesses excellent memory and aptitude for calculations.

## EXPERIENCE

December 2022 - ...

**Waiter** Hidden data Turracher Höhe, Austria

- Performed additional tasks to keep dining room running smoothly.
- Delivered friendly and fast service to process high-volume food and drink orders at peak times.
- Anticipated and addressed guests' service needs.
- Informed guests of daily specials and menu offerings to facilitate decisions on starters, mains and desserts.
- Checked on designated tables at appropriate intervals to refill drinks, respond to requests and receive customer feedback.
- Recorded orders and partnered with team members to serve food and beverages accurately and efficiently.
- Seated guests promptly and managed table wait times.
- Stocked and maintained silverware, linens and condiments.
- Maintained safe food handling standards at all times.
- Washed buffet, restaurant and banquet items, including silverware, dishes, cooking utensils, equipment and displays

May 2022 to October 2022

**Restaurant Supervisor** *Trattoria Restaurant*, Zagreb, Croatia

- Accurately took customer orders during table service, inputting orders onto Square system for timely processing.

- Delivered exceptional, friendly and fast service to process high volume of food and drink orders at peak times.
- Welcomed customers in warm, friendly and polite manner upon arrival.
- Answered phones politely and promptly while accurately recording and confirming reservations.
- Helped kitchen staff plate and organise orders, ensuring table service was delivered within agreed timescales to maximise customer satisfaction.
- Maintained safe food handling standards at all times.
- Recorded orders and partnered with team members to serve food and beverages accurately and efficiently.

March 2021 to April 2022

**Restaurant Supervisor *Fire Steakhouse*, Dublin, Ireland**

- Accurately took customer orders during table service, inputting orders onto Square system for timely processing.
- Delivered exceptional, friendly and fast service to process high volume of food and drink orders at peak times.
- Welcomed customers in warm, friendly and polite manner upon arrival.
- Answered phones politely and promptly while accurately recording and confirming reservations.
- Helped kitchen staff plate and organise orders, ensuring table service was delivered within agreed timescales to maximise customer satisfaction.
- Maintained safe food handling standards at all times.
- Recorded orders and partnered with team members to serve food and beverages accurately and efficiently.

May 2020 to February 2021

**Waiter *Marine Hotel*, Dublin, Ireland**

- Performed additional tasks to keep dining room running smoothly.
- Delivered friendly and fast service to process high-volume food and drink orders at peak times.
- Anticipated and addressed guests' service needs.
- Informed guests of daily specials and menu offerings to facilitate decisions on starters, mains and desserts.
- Checked on designated tables at appropriate intervals to refill drinks, respond to requests and receive customer feedback.
- Recorded orders and partnered with team members to serve food and beverages accurately and efficiently.
- Seated guests promptly and managed table wait times.
- Stocked and maintained silverware, linens and condiments.
- Maintained safe food handling standards at all times.
- Washed buffet, restaurant and banquet items, including silverware, dishes, cooking utensils, equipment and displays.

December 2019 to April 2020

**General Operative *Butlers Chocolate*, Dublin, Ireland**

- Operated, serviced and repaired a wide range of packing machines, including filling, bagging and labelling machines.
- Maintained extensive expertise of product placement within warehouse to efficiently retrieve items when needed and complete tasks within timeframes.
- Sealed boxes using tape, staples and other materials as required to ensure products maintained securely wrapped throughout journeys.
- Used a wide range of packing machines to efficiently carry out tasks, including flow wrapping, stretch wrapping and shrink wrap.

- Placed invoices and return receipts into parcels before sealing, in line with company guidelines.
- Placed proactive wrapping, bubble wrap and extra padding into parcels, ensuring items stayed intact during transit.
- Ensured products stayed damage-free throughout transit by placing protective packaging within boxes.
- Labelled packages with correct information, including addresses, client name, postage priority and shipping cost.
- Conducted thorough product quality assessments before packing, ensuring items were fault-free before dispatching.

January 2019 to November 2019

**General Operative *Manor Farm*, Shercock, Ireland**

- Performed manual maintenance tasks, including inspections and repairs.
- Fulfilled assigned duties following strict safety procedures, maintaining professionalism.
- Completed health and safety training, continuously implementing best practices.
- Maintained safety of colleagues by adhering to company procedures.
- Attended site briefings and toolbox talks.
- Loaded and unloaded products before packing or dispatching efficiently.
- Operated presses to create assembly parts and components.
- Wore company-mandated PPE for work tasks, staying within safety guidelines and following regulations.
- Transported items safely and responsibly to minimise risk.
- Loaded outgoing trucks with finished goods and balanced loads to prevent shifting.
- Removed finished pieces from production lines and moved to packing, storage, or transport locations.

December 2017 to November 2018

**Catering Supervisor *Muring Catering*, Zagreb, Croatia**

- Dealt with customer complaints calmly and professionally, providing smart solutions to maintain customer loyalty.
- Closely oversaw food preparation, ensuring chefs created meals within customer specifications and operations ran smoothly.
- Accepted payment and gave change to customers, processing transactions using POS systems and barcode scanners.
- Assisted in developing menus with clients and chefs for events, making suggestions based on client preferences and expertise in food preparation.
- Ensured food displays, counters and seating areas stayed in line with company, statutory health and hygiene requirements.
- Accepted payment and gave change to customers, processing transactions using POS systems and barcode scanners.
- Assisted in developing menus with clients and chefs for events, making suggestions based on client preferences and expertise in food preparation.
- Ensured food displays, counters and seating areas stayed in line with company, statutory health and hygiene requirements.

February 2016 to October 2017

**Restaurant Waitress *Restaurant Nono*, Krk, Croatia**

- Delivered quality food and beverage service to over 500 guests per shift.
- Optimised customer experience, serving each guest with sincere, positive and enthusiastic attitude.
- Resolved customer complaints promptly, escalating larger operational concerns to management.

- Maintained facility compliance with health codes, sanitation requirements and licence regulations.
- Demonstrated full knowledge of all menu items, contents and preparation methods.
- Upheld high standard of cleanliness in all work areas area.
- Informed guests of daily specials and menu offerings to facilitate decisions on starters, mains and desserts.

June 2013 to January 2016

**Restaurant Waiter (And accommodation assistant) *The Pucic Palace*, Dubrovnik, Croatia**

- Regularly checked on tables, catering to requests and actioning feedback for maximum guest satisfaction.
- Accurately took customer orders during table service, inputting orders onto Square system for timely processing.
- Greeted new customers, answered initial questions and took drink orders.
- Suggested menu items based on customers' preferences, allergies or dietary needs.
- Retained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Maintained clean, presentable and organised Front of House (FOH) by conducting deep cleans on tables, chairs, bars and floors after use and in line with cleaning schedules.
- Processed cash, credit card and voucher payments using POS terminals.
- Delivered food and drinks to tables in line with restaurant standards, acting as point of contact for customer queries, feedback and concerns.

## **EDUCATION**

2023

**Higher National Diploma Tourism and Hospitality Manager *The Career Academy*, Dublin, Ireland**

2021

**Certificate of Higher Education Bar industry certificate *The Career Academy Ireland*, Dublin, Ireland**

2020

**Certificate of Higher Education Food and Beverage Management *The Career Academy*, Dublin, Ireland**

2018

**Diploma of Higher Education Destination Management Specialist *Business Academy Experta*, Zagreb, Croatia**

2017

**Diploma of Higher Education Public Relations Manager *Business Academy Experta*, Zagreb, Croatia**

2015

**Certificate of Higher Education Massage Therapist *Business Academy Experta*, Zagreb, Croatia**

2013

**SVQ Level 3 Secondary school**

**Secondary Technical and agricultural school, Opuzen, Croatia**

I worked part-time as a maid and maid manager in Ireland,  
as a masseur in Croatia and Ireland  
Public Relations in Croatia

Hobby:

Mountain climbing

Volunteering

Skiing

Cycling

Painting

Learning foreign languages

Language

German B1

English C1

Spanish B2

Turkish A2

Italian A1