



Hidden data

Date of birth: 10/04/1989 | **Nationality:** Croatian | (+385) Hidden data |

Hidden data @gmail.com | Hidden data, 52341, Žminj, Croatia

● EDUCATION AND TRAINING

31/08/2004 – 31/05/2007 – Rovinj, Croatia
SSS – Strukovna škola Eugen Kumičić

Address Carduccijeva 13, Rovinj, Croatia

Oslo, Norway
SOMMELIER 1.RAZINA – Palmer group

Address Lille Grensen 7, Oslo, Norway

Oslo, Norway
GIN & TONIC KURS – Bolgen & Moi

Address Postboks 3, Oslo, Norway

03/05/2022 – 03/05/2022
5*HOSPITALITY MINDSET – Orlandini Consulting

04/04/2022 – 08/04/2022
BOOTCAMP-SEBASTIAN POSTOGNA – Maistra d.d.

LANGUAGE SKILLS

Mother tongue(s): **HRVATSKI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	B2
NORVEŠKI	B1	A2	A2	A2	A1
ITALIAN	B1	B1	B1	B1	A2
GERMAN	A1	A2	A2	A1	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

WORK EXPERIENCE

15/03/2022 – CURRENT – Rovinj, Croatia

WAITER/SOMMELIER – WINE VAULT RESTAURANT-

Hidden data

- Present guests with wine lists, assist with their selections to ensure a proper food and wine match, and encourage them to experiment with new wines
- Cater to guest wine needs throughout dinner service, including but not limited to wine tastings, pouring/refilling wine glasses, answering guests' questions, and providing memorable guest service
- Actively work on the floor selling wine to guests, guiding guests through the wine list, and making recommendations based on guest preferences and menu selections, while maintaining a professional approach regarding price sensitivity
- Open, taste, filter, and decant wine
- Using tact and discretions to recommend wines that are within a guest's price range, while improving the restaurant's wine sales
- Checking on guest satisfaction, attend to guest needs and feedback
- Professional and confident with guests
- Presentation of local oliven oils and local wines
- Billing for service
- Organization of tables and receiving orders
- Taking care of the cleanliness of the equipment, inventory and space
- Conclusion and delivery of traffic
-

17/06/2021 – 15/03/2022 – Rovinj, Croatia

HEAD WAITER –

Hidden data

- Food and drink serving
- Serving wine
- Charging for the service
- Conclusion and delivery of traffic
- Taking care of the guest so that he is served as quickly and as qualitatively as possible
- Taking care of guests' wishes and needs
- Organization of tables and receiving orders
- Setting up and observing tables in the restaurant
- Taking care of the cleanliness of equipment, inventory and premises
- Performing preparatory and finishing works in the restaurant

07/06/2019 – 14/08/2020 – Oslo, Norway

RESTAURANT MANAGER – COYO- MEXICAN RESTAURANT

- Work with personnel, recruitment and distribution of responsibilities
- Planning, organization and control of restaurant operations
- Monitoring of the company's financial activities, analysis of sales and costs in the restaurant
- Realization of income and expenses according to the budget
- Maintaining communication with suppliers
- Implementation of activities aimed at profit maximization and cost optimization
- Creation of short-term and long-term operational plans
- Maintaining food and beverage quality standards and guest service quality
- Taking care of inventory and timely ordering

31/10/2018 – 04/06/2019 – Oslo, Norway

HEAD WAITER – SUDOST -ASIAN CROSSOVER RESTAURANT

- Food and drink serving
- Taking care of the guest so that he is served as quickly and as qualitatively as possible
- Taking care of guests' wishes and needs
- Organization of tables and receiving orders
- Setting up and observing tables in the restaurant
- Taking care of the cleanliness of equipment, inventory and premises
- Performing preparatory and finishing works in the restaurant

07/06/2015 – 27/10/2018 – Oslo, Norway

RESTAURANT MANAGER – LOUISE RESTAURANT

- Work with personnel, recruitment and distribution of responsibilities
- Planning, organization and control of restaurant operations
- Monitoring of the company's financial activities, analysis of sales and costs in the restaurant
- Realization of income and expenses according to the budget
- Maintaining communication with suppliers
- Implementation of activities aimed at profit maximization and cost optimization
- Creation of short-term and long-term operational plans
- Maintaining food and beverage quality standards and guest service quality
- Educational activities
- Taking care of daily traffic
- Taking care of inventory and timely ordering

20/11/2014 – 31/05/2015 – Moss, Norway

BAR MANAGER – NIGHT CLUB LUX

- Planning, organization and control of work
- Realization of income and expenses according to the budget;
- Taking care of inventory and timely ordering
- Preparation of bar mixes, cocktails and various drinks
- Taking care to serve the guests as quickly and qualitatively as possible
- Taking care of guests' wishes and needs
- Taking care of the cleanliness of the equipment, inventory and bar area
- Performing preparatory and finishing works inside the bar

31/03/2014 – 14/10/2014 – Poreč, Croatia

HEAD WAITER – RESTAURANT HORIZONT

- Food and drink serving
- Serving wine
- Serving and charging for the service
- Fish filleting
- Taking care of the guest so that he is served as quickly and as qualitatively as possible
- Taking care of guests' wishes and needs
- Organization of tables and receiving orders
- Setting up and observing tables in the restaurant
- Taking care of the cleanliness of equipment, inventory and premises
- Performing preparatory and finishing works in the restaurant

14/04/2013 – 14/10/2013 – Poreč, Croatia

WAITER – RESTAURANT MARCONI

- Food and drink serving
- Serving and presentation of wine
- Charging for the service
- Conclusion and delivery of traffic
- Taking care of the guest so that he is served as quickly and as qualitatively as possible
- Taking care of guests' wishes and needs
- Organization of tables and receiving orders
- Setting up and observing tables in the restaurant
- Taking care of the cleanliness of equipment, inventory and premises
- Performing preparatory and finishing works in the restaurant

09/10/2011 – 04/03/2013 – Pula, Croatia

WAITER – CAFFE BAR BOLERO

- Preparation of various hot drinks
- Preparation of bar mixes, cocktails
- Serving and charging for the service
- Taking care to serve the guests as quickly and qualitatively as possible
- Taking care of guests' wishes and needs
- Taking care of the cleanliness of the equipment, inventory and bar area
- Performing preparatory and finishing works inside the bar

02/04/2010 – 04/10/2011 – Pula, Croatia

WAITER – RESTAURANT KANTINA

- Food and drink serving
- Serving, decanting and presentation of wine
- Fish filleting
- Billing
- Taking care of guests' wishes and needs
- Organization of tables and receiving orders
- Setting up and observing tables in the restaurant
- Taking care of the cleanliness of equipment, inventory and premises
- Performing preparatory and finishing works in the restaurant

31/08/2008 – 02/03/2009 – Rovinj, Croatia

WAITER – CAFFE BAR CHAMPION

- Preparation of bar mixes, cocktails
- Preparation of various hot drinks
- Serving and charging for the service
- Taking care to serve the guests as quickly and qualitatively as possible
- Taking care of guests' wishes and needs

- Taking care of the cleanliness of the equipment, inventory and bar area
- Performing preparatory and finishing works inside the bar

07/05/2007 – 30/10/2007 – Rovinj, Croatia

WAITER – HOTEL PARK, MAISTRA D.D.

- Serving food and drinks
- Billing for service
- Conclusion and delivery of traffic
- Taking care of the guest so that he is served as quickly and qualitatively as possible
- Taking care of guests' wishes and needs
- Organization of tables and receiving orders
- Setting up and observing tables in the hall, restaurant
- Taking care of the cleanliness of the equipment, inventory and space
- Performing preparatory and final works in the hall, restaurant

● **DIGITAL SKILLS**

My Digital Skills

Internet | Društvene mreže (različite platforme) | Windows | Rad na računaru | Komunikacijski programi (Skype Zoom TeamViewer) | Word | Timski rad | Prilagodljivost | Sposobnost prilagodavanja promjenama | Microsoft Word | S lakotom prihvacam i rješavam nove izazove kroz koje napredujem | Izvrsne komunikacijske vještine | Razviti suradnju u različitim poslovnim okruženjima | uporan i marljiv | komunikativan | sposoban raditi u timu