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Date of birth: 04/02/1975 |

Nationality: Macedonian/citizen of the Republic of North Macedonia |

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Zarko Zrenjanin 126 A, 1000, Skopje, North Macedonia

WORK EXPERIENCE

25/10/1995 – 28/03/2003

WAITER – HOTEL CONTINENTAL

Serve food and beverages. Greet guests and accompany them to their tables. Operated all aspects of drive-thru service station including speaking with customers, retrieving orders, and handling payments. Take dishes and glasses away from tables and counters, and transfer them to kitchen. Relaying, preparing and setting tables for the next guests. I have served almost 200 weddings with sometimes more than 400 guests (of that mine guests was around 30 to sometimes 40). Serving in Buffet room for seminars, conferences. Serving cocktails for political parties and business elite in my country.

Skopje, North Macedonia

01/04/2003 – 25/09/2006

BAR-SERVER, WAITER – VIVA CASINO

Preparing drinks for the guest. Arranging buffet for the guests in the casino. Sometimes we serve cocktails.

Skopje

23/06/2012 – 18/08/2014

WAITER – BUSHI HOTEL RESORT BAR

Taking beverage orders and serving them to guests on a timely manner.

Check with customers to ensure that they are enjoying their meals and take action to correct any problems.

Skopje

25/10/2018 – 07/06/2019

WAITER – MARELLA CRUISES

Cleaned more than 60 tables a day and counters after customers finished dining.

Worked with other waiter as a team to take care customer with questions, and helped manager to train new part time waiters.

Informed customers of daily specials and promotions.

Answered questions about menu selections and made recommendations when requested.

Collected payments from customers and completed money transaction.

Stocked service areas with supplies such as silverware and condiments.

Provided fast and courteous service.

Skillfully anticipated and addressed guest service needs.

Greeted guests and provided quality customer service in fast-paced environment.

Maintained a safe and clean food environment.

Nassau, Bahamas

27/07/2019 – 11/11/2019

RESTAURANT /BAR STEWARD – G&P CRUISE HOTEL MANAGEMENT GMBH

In the morning set up the buffet for breakfast, serving coffee /tea cleaning the tables on station.
Cleaning the station after breakfast.
Preparing menus for lunch and dinner.
Serving lunch, receiving order for main course-main courses is from kitchen and the rest of the food is on the buffet .
For dinner serving with another person -Mirror service, and taking orders ,giving recommendations for specialty of the day .
After breakfast lunch and dinner set up the tables.
Every week rotation on stations and side duties.

Baar, Switzerland

19/06/2020 – 08/10/2020 – Kotor, Montenegro

WAITER – KOTOR BLUE BAY HOTELS

In the morning we serve Breakfast from the buffet with all protocols around Covid 19 and health of the people/guests being in first place,
Lunchtime we serve food from restaurant.
Dinner was Ala card.

26/05/2021 – 11/09/2021 – Dubrovnik, Croatia

WAITER – VALAMAR HOTELS

Breakfast ,lunch and dinner served in main restaurant.
We serve cocktails, weddings, on weekly basis we have once per week wedding, sometimes up to three in one week.
We preparing the wedding hall for the guest setup the tables plates.
I served Catering all around the city of Dubrovnik.

12/10/2021 – 30/04/2022

RESTAURANT WAITER – WINDSTAR CRUISE LINE

Serving breakfast in the breakfast room, where I was in charge for the buffet, as per protocol for covid 19 ,our duty was to ask the guests what they like from the buffet, then we place all the required food on plate and then we bring to the table to the guest.
We had barbeque 4 days per one cruise of 7 days, mostly at lunch time.
For dinner we use to have Ala Card dinner.

● **LANGUAGE SKILLS**

Mother tongue(s): **MACEDONIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	B2

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

- **ORGANISATIONAL SKILLS**

Organisational skills

Creating and keeping deadlines.
Goal setting and meeting goals.
Team management.

- **COMMUNICATION AND INTERPERSONAL SKILLS**

Communication and interpersonal skills

Excellent written and verbal communication skills.
Confident, articulate, and professional speaking abilities (and experience)
Empathic listener and persuasive speaker.
Excellent presentation and negotiation skills