

Name: Marcin Brodziak



Date of Birth: 08.08.1990 r.

> Promoter

> Order Picker

> Receptionist

> Team Member

> Catering Assistant

> Social Worker (Volunteer)

> Translator amateur

Address: Poznan, Greater Poland, Poland

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Work Experience:

16/11/2017 – 04/02/2018 – **Promoter** at Touch Club

- Promoting a club
- Taking care of international customers
- Cooperation with other departments
- Teamwork

02/10/2017 – 15/11/2017 – **Waiter** at Shivaz Restaurant,

Duties :

- Recruiting people to the team
- serve food to customers
- cash handling
- providing translations between Indian management and Polish customers
- promoting a restaurant
- training a team

04/07/2017 – 1/10/2017, Order Picker at Amazon Fulfillment at Sady

01/05/2016 - 30/05/2016 **Receptionist Apprentice** at the Holiday Camp
“Nad Lipnem, Camp Lipno!” at the Steszew, Poland
(one month lasting training program)

Duties :

Office Work

Housekeeping

Marketing

Dealing with guests and complaints Translations

(English-Polish, Polish-English)

Team management 01/03.2015 – 01/04.2015 **Catering Assistant** at PGL
Travel Ltd, Windmill Hill, East Sussex

01/05/ 2014 – 09/11/2014 Catering Assistant at PGL Travel Ltd, Little
Canada Centre, New Road, Wootton Bridge, Ryde, Isle of Wight

Duties:

- *looking after foreign customers*
- *Co-operation with foreign team*
- *Co-operation with other departments of Company etc. Activity instructors , Guest Care, Reception, Watersports Instructors, Housekeeping*
- *preparing a dining room*
- *providing a translations between polish customers and stuff (Polish- English, English-Polish)*
- *cleaning a kitchen*

- *work on a pot wash area*

Undocumented Experience (Voluntary work)

2010 – 2011 Volunteer at Youth Centre/Community Centre **Duties**

:

- *looking after children from the poorest environment*
- *Looking after kids and teenagers (in age from 3 to 16 y.o.)*

1/11 2012 – 1/09/2013 Translator amateur (Polish-English, English – Polish) **Duties:**

- *translating a websites(English/Polish/English)*
- *translating a TV series and movies*
- *translating documents*

Education:

2008 – 2011 Saint's John Bosco High School at
Kalisz Languages:

English: fluent

Polish: fluent

Russian: intermediate

Chinese (mandarin)basic

German : basic

Additional Skills:

- Ease at establishing international contacts
- daily experience at international/intercontinental relations written and spoken (e-mailing with English native speakers (American, British, Filipinos, Canadian, Australian)
- Microsoft Office (Word, Excel, Power Point, Paint)
- quick typing
- Good Command of Computer (Internet, e-mail box, searching and analysis of information)
- Pyramid program
- Keen eye and paying attention to the details
- Good Command of Sihot (Hotel Management Software)

Achievements :

- Co-operation with an intercontinental company ranked at one of the first positions at the World Outdoor Activity Ranking
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- Hobby: American (History, Language, Music), Culinary, Movies, volunteering

I do hereby declare that all the above information furnished by me are true and correct to the best of my knowledge.

Cover Letter

Dear Sir or Madame

Let me say a few words about my skills and preview work experience

I am a bilingual person (Polish, English), experienced at intercontinental environment, with a day-to-day experience at communication with native English speakers (mostly American and British citizens).

I'd lived two years at the UK (including 7 months of work for a UK intercontinental outdoor activity center).

I would like to inform that I'm highly interested in any vacancies with English language within Your Company especially as a Customer Service Representative or any other similar positions at any departments of Your Company, however with possibilities to establish a contacts with international customers/international Offices.

I'm interested in permanent or long-term position I would like to say a few words about my skills

- people person (I'm really enjoying help to others and solve problems of others)
- day-to-day experience at communication (written and spoken) with native English speakers mostly with American/British citizens
- very good commands of PC (Microsoft Office, Power Point, Paint, WordPad, MS Word, Excel)

- very good commands of Internet (search engines, managing an e-mail box, searching for information)
- ease at make a contacts with intercontinental customers (7 months of experience at international outdoor activity center at the UK), at that job I had a day to day contact with people who came from not only European countries (Ireland, Scotland, England, Italy, France, Spain, but as well from non -European countries Australia, Canada, Mexico, Asia, States)
- I'm a team player, however sometimes I like to do tasks on my own (at my previous work, daily I'd used to work as a part of a team made of a 15 people, however sometimes I was receiving a duties to do on my own. - Good time management
- I'm a challenger so I like to put for myself a challenges or goals to achieve (at my past, one of my goals was relocation to the foreign country, meet other culture and improve my language (verbal and spoken) and I think I'd made it, that's why I'm looking forward to a new challenges
- I'm highly value an international environment
- I'm a responsible person (while I was working at my receptionist apprenticeship, I was responsible for a marketing {promoting a company at international websites, and looking for a foreign companies to establish a contacts between my previous company and any foreign companies}, renting a hotel rooms/bungalows to the customers, dealing with complaints, providing a translations between customers and campsite staff - I'm available to work not only from Monday to Friday, but weekends including
- I'm highly resistant to the stressful situations

From my early childhood I had a strong desire to have a day-to-day contact with the others and to work with people and for people (people person).

Because of this I was doing different roles to better understand people around us

- voluntary work at socio-therapeutic room/day room/ youth community center, gave me a great look into the other people needs, and was a great opportunity to learn how to make a contact with the others and how to look after group of people I think that it can be a great advantage because at it's useful to have some hospitality experience, especially when on a daily basis are contact with people from varied environment and ability to understand the other people needs as well as easy-going personality and smile can make that customers/clients and any third parties will feel more comfortable.
- as a catering assistant, I had a day to day contact with intercontinental team and guests, daily at our peak period we'd served up to 800 guests from around the world.

At this job my department was cooperating with other departments to make sure that everything are running smoothly

At this job I'd learned how to work effectively as a part of a team and on my own, understand whole procedures connected with serve a customers and make them welcome like at home.

- as a receptionist (one month lasting course/apprenticeship program) to my duties belonged cooperation with housekeeping, dealing with guests (complaints and compliments) marketing and e-marketing, selling accommodations