

Rhonny Javier Diaz Marques  
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## Personal Profile and Attributes

A highly expressive, self-confident and convincing team-builder with excellent organisational skills. Reliable to support team work as well as being able to find quick solutions to problems. Able to carry out a number of tasks at the same time and meet deadlines and manage pressure to perform effectively. Fluent in Spanish and advanced in Portuguese.

I am available for work any time. I have shown myself to be self-motivated, committed and determined in achieving my goals. I am able to relate to a wide range of people due to my diverse background.

## Career History

**February 2015 – February 2017**

**Las Morochas De Acevedo (Cafe/Restaurant)**

**Host - Waiter - Cashier - Supervisor**

Undertook daily workload in this busy cafe - restaurant delivering high quality customer service to a variety of customers it was a touristic spot.

- Managed up to 5 people
- Greeting and assisting customers
- Manage requests, deal with complaints, reservations and customer service in-person
- Advised and provided information about our services
- Deal with enquiries by telephone
- Building and maintaining relationships with clients
- Organising daily guests-lists/reservations (Booking the clients' private tables)
- Provide support to help the colleagues to achieve tasks
- Organised and arranged delivering times
- Stock shelves and fridges daily
- Generate and encourage sales
- Assisting on arranging weekly promotions
- Prepared tables for customer use, including arranging seating and tables to maximise the use of space
- Preparing different beverages (coffee, fresh juice, shakes, etc)

**August 2017 — February 2018**

**Shaka Zulu (Restaurant)**

## **Host – Waiter**

many of the daily tasks in this position made them under pressure attending a large number of people, there develop skills to solve problems under pressure and better communication with customer.

- Trained and Mentored new wait and host staff
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests
- Effectively used items in stock to decrease waste and profits
- Worked closely with management to improve front of house morale.

## Education and qualifications

- **2007-2016 Primary and Secondary School**  
U.E.P Maria Enriqueta Sarratud

## Hobbies / Interests

- Sports
- Gym and swimming
- Photography

References are available on request