



Mireia Puchaes Cremades

Food and Beverage professional with international experience in restaurant operations and team leadership. Expertise in service excellence, brand standards, and guest experience, complemented by a hands-on approach to daily operations.

Work experience

Assistant Restaurant Manager

Mar 2025 - Present

Meliá Hotels International, Hotel Gran Melia Jakarta

- Responsible for daily restaurant operations and service quality.
- Leading and supervising a multicultural local team.
- Ensuring compliance with brand standards, SOPs and hygiene regulations.
- Managing staff scheduling, training and performance.
- Handling guest feedback and service recovery.
- Overseeing floor operations and service flow.
- Supporting cost control, inventory and operational efficiency.

Assistant Restaurant Manager

Feb 2024 - Present

Meliá Hotels International, Hotel Gran Meliá Torre Melina

- Supervise and motivate the staff.
- Manage daily operations and ensure customer satisfaction.
- Control inventories and ensure supplies.
- Resolve customer complaints and maintain high service standards.
- Train and develop the team.
- Ensure compliance with health and safety regulations.
- Plan staff schedules and coordinate shifts.
- Propose operational improvements.

Food and Beverage Supervisor

Feb 2022 - Feb 2024

Radisson Blu 1882 Barcelona, Barcelona

- Satisfy the needs of customers.
- Work team coordinator.
- Training of new employees.
- Responsible for organizing and coordinating contracted events.
- Bar management.
- Responsible for managing the bar's inventory control, replenishing supplies and placing orders.
- Responsible for balancing and closing cash.

Waitress

Dec 2019 - Present

Hotel Barcelona 1882, Barcelona

- Satisfy the needs of customers.
- Work as a barista and bartender.
- Responsible for Room Service.
- Attention to the proper functioning of Banquets, Coffees and Appetizers.
- Responsible for balancing and closing cash.

Banquet / Event Waitress

Oct 2018 - Feb 2020

Arts Catering, Barcelona

- Preparation and assembly of tables.
- Banquet arrangement.
- Attention to requests from diners regarding food, ingredients or special preparations.
- Drink service.
- Salon maintenance and cleaning between meals.
- Cleaning and dismantling of tables.

Personal details

Name

Mireia Puchaes Cremades

Address

C/ Tres Camins, 6
Rubi, Barcelona, 08191

Phone number

615410012

Email

mireiapuchaes@gmail.com

Date of birth

04/04/2000

Place of birth

Barcelona

Gender

Female

Driving licence

B

Nationality

Española

LinkedIn

Mireia Puchaes

Languages

| | |
|------------|----------------|
| Catalán | Native speaker |
| Español | Native speaker |
| Inglés | Conversational |
| Francés | Beginner |
| Indonesian | Beginner |

Oct 2018 - Feb 2020

Banquet / Event Waitress

Oct 2018 - May 2019

Síbaris Catering, Barcelona

- Preparation and assembly of tables.
- Banquet arrangement.
- Attention to requests from diners regarding food, ingredients or special preparations.
- Drink service.
- Salon maintenance and cleaning between meals.
- Cleaning and dismantling of tables.

Education

Master's Degree in Event Management, Protocol and Business Tourism

Sep 2020 - Mar 2022

OSTELEA, Tourism Management School, Barcelona

Higher Degree in Restaurant Service Management

Sep 2018 - Jul 2020

Escola d'Hoteleria i Turisme de Barcelona, Barcelona

General Certificate of Education

Sep 2016 - Jul 2018

Institut Escola del Treball, Barcelona

General Certificate of Secondary Education

Sep 2012 - Jul 2016

Institut Duc de Montblanc, Barcelona

Skills

Communication and commercial skills



Creativity and flexibility



Organization capacity



Good time management



Good team management



Capacity for teamwork



Able to pay attention to detail



Course

Cooking class

Jun 2018 - Aug 2018

La Boqueria