



# 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

## 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

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### 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

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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

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### Cooking class

Jun 2018 - Aug 2018

*La Boqueria*