Name **Dionino Tammetta**

Telephone +447541090189

Address Flat 10, 101 Garratt Lane, SW18 4GZ, London, UK

Date of birth **30/05/1991**

Nationality **Italian**

**MAIN INFORMATION:**

* **HARD WORKER**
* **INTERMEDIATE/ADVANCED IN ENGLISH**
* **WISH TO INCREASE KNOWNLEDGE OF ENGLISH LANGUAGE AND MAKE NEW EXPERIENCES**
* **FAST LEARNER, ABLE TO WORK UNDER PRESSURE**

**WORK EXPERIENCE:**

**“Maple&Co”**

From 10/2018 to current

**Store Manager**

*Duties:*

* Train new employees
* Manage and coordinate activities of the staff
* Responsible for the food/drinks/packaging orders, check of related invoices
* Responsible for the Stock count
* Make staff Rota, Choose right people for right shifts
* Responsible for customer satisfaction
* Receiving and checking the quality of goods from suppliers
* Closure procedures of the restaurant (cash up)

**“Maple&Co”**

From 07/2018 to 09/2018

**Shop Assistant**

*Duties:*

* Satisfy customer’s needs
* Cleaning procedures of the shop
* Till usage
* Make coffees
* Follow company’s high standards
* Basic food preparation
* Cash handling and payment responsibilities

**“Juice Plus+”**

From 04/2018 to 07/2018

**Customer Service Agent**

*Duties:*

* Handle and Resolve customers complaints
* Help Distributors
* Make payments through the system
* Check deliveries status, make reshipments
* Check and Reply to customer’s email

**“Franco Manca” Northcote - Italian Pizzeria**

From 10/2017 to 04/2018

**Assistant Manager**

*Duties:*

* Train new employees
* Manage and coordinate activities of the staff
* Usage of platform “Stocklink”
* Responsible for the food/drinks/packaging orders, check and insertion of related invoices
* Responsible for the Stock count and for the stock entering in the system
* Usage of “Fourth” platform
* Make staff Rota, Choose right people for right shifts
* Make a Weekly labour forecast
* Responsible for customer satisfaction
* Interview potential employees
* Handle pressure in a fast-paced commercial operation
* Organization of office documents, staff files, management folders
* Receiving and checking the quality of goods from suppliers
* P&L Comprehension

**“Franco Manca” Balham – Italian Pizzeria**

From 03/2017 to 10/2017

**Supervisor**

*Duties:*

* Supervise all waiting staff
* Handle and Resolve customers complaints
* Train new employees
* Responsible for the stock count
* Manage and coordinate activities of the staff in absence of RM and AM
* Responsible for the cleaning procedures
* Closure procedures of the restaurant

**“Franco Manca” Balham – Italian Pizzeria**

From 07/2016 to 03/2017

**Waiter**

*Duties:*

* Take note of orders
* Take and process payments
* Make sure quality of the food was good
* Satisfy customer’s needs
* Cleaning procedures of the restaurant
* Serve dishes
* Handle pressure in a fast-paced commercial operation
* Follow company’s high standards
* Perform an outstanding service

**“Charlotte’s W5” / “Charlotte’s Bistro”**

From 02/2016 to 06/2016

**Commis-waiter / Bareback**

*Duties*:

* Serve dishes to customers
* Cleaning procedures
* Be aware of customer’s needs
* Work in a busy environment
* Communication with staff members to ensure a great service
* Clean and polish Glasses
* Help bartenders to make easier their job
* Keep clean bar area

**LANGUAGES:**

* **ENGLISH** – Intermediate Knowledge speaking, writing and reading.
* **ITALIAN** – Mother tongue.
* **FRENCH** – Basic Knowledge speaking, writing and reading.

**OTHER RELEVANT SKILLS:**

* Computer skilled user. SOFTWARE: Windows, Word, Excel, Internet.
* Creative and easily adapted to changing situation.
* Good attitude to teamwork.

**EDUCATION and TRAINING:**

* **DEGREE:** Italian School of social sciences – Final Mark 94/100.
* **PRACTICAL TRAINING:** Italian Nursery school as Teacher.
* **Food Safety & Hygiene Course:** Level 2.