

## CONTACT DETAILS

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Location

London, England.

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## ABOUT ME

I have studied **Marketing** for five years in Romania and in Italy.

I have four years experience in delivering great customer service. I am confident dealing with challenging situations, I am a quick learner and I have a positive attitude all the time.

During those four years of working in customer service, I have developed strong service skills. I am committed to my work and I am willing to develop new skills.

I like to be organized at all times and have everything under control. Also I am an easy-going person, always trying to solve problems with calm and positivity.

# MONICA IANCU

## PROFESSIONAL PROFILE

### Work Experience

#### **Store Supervisor; Starbucks; London. February, 2017- Present**

- Supporting the store manager operating the store with a positive, effective communication and people skills, able to delegate a task and make day-to-day decisions in order to increase productivity and deliver excellent customer service.
- Developing positive relationships with the team by understanding and addressing individual motivations, needs and concerns, leading by example and creating a positive work environment.
- Training new staff and follow up with baristas during the shift.
- Responsible for the store management system which involves placing food orders, receiving deliveries and reporting any issues to supply chain solutions.
- Building relationships with customers and personalize their experience by knowing their names and beverages.
- Delivering great customer service consistently and ensuring every customer leaves the store highly satisfied and happy.
- Follow all cash management and cash register policies.
- Assist the Shop Manager in achieving the daily sales target.
- Cleaning and maintaining store equipment and logging and chasing up maintenance department to fix issues as at when they happen or before they become critical to the business.

#### **Receptionist; The Hide London. January, 2016 – February, 2017**

- Undertaking front of the house duties, including meetings, greeting and attending to the needs of guests, ensuring great customer service.
- Dealing with guests' requests to ensure a comfortable and pleasant stay.
- Assistance in dealing with customers' complaints in an effective and courteous manner providing and seeking for solutions quickly.
- Ensuring all reservations and cancellations are processed efficiently.
- Administer all routes of reservations to ensure that room bookings are made and recorded accurately.
- Responsible for accurate and efficient accounts and guest billing processes.
- Assist in keeping the hotel reception area clean and tidy at all times.
- Keep up to date with any changes in prices, special offers in order to provide accurate information to guests.  
Report any maintenance, breakage or cleanliness problems to the duty manager.
- Adhere to all fire safety test procedures and to assist in the evacuation process in the event of fire.

**Hostess; Albion Neo Bankside; London. September, 2015 - January, 2016**

- Greet incoming and departing guests warmly with a genuine smile and eye contact; escort them to the assigned dining table; present menus; announce waiter's name and sometimes taking first drinks' order.
- Answer incoming calls to the restaurant and provide appropriate service.
- Observe guests' needs throughout dining experience to ensure they receive great customer service.
- Help dining room staff by setting and clearing tables, replenishing water and serving beverages.
- Contribute to team effort by accomplishing related results as needed.
- Take action to correct any problems with the customers.
- Handle the bills and issue charges by verifying orders.
- Promote current special offers.

**Tele banking call; Raiffeisen Bank; Brasov, Romania. Sept., 2013 - July, 2014**

- Solve clients' problems with the bank services.
- Support clients in using the bank services.
- Promote bank services.
- Customer service.
- Identifying the needs of the costumers across a range of products and try to sell it.

## Academic Career

- **Master Degree. 2013 - 2015**  
**Marketing Policies and Strategies**, Transylvania University, Romania.  
**International Economics and Business**, Università Politecnica delle Marche, Italy.
- **B.A. Marketing. 2010 - 2013**, Transylvania University, Romania.

## Language Skills

- **Romanian:** Mother tongue.
- **English:** English Course, Gheorghe Vranceanu. 2007 - 2010.
- **Spanish:** Spanish Course, Transylvania University. 2010 - 2013.
- **Italian:** Italian Course, Università Politecnica delle Marche. 2015 - 2016.