

CHARLOTTA SÖDERHOLM

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STRENGTHS

- Providing customer oriented service
- Development of operational service processes
- Solution oriented mindset
- Creative problem solving skills
- Ability to prioritize

LINGUAL SKILLS

Swedish	Native
English	Professional proficiency
Finnish	Professional proficiency

SYSTEMS AND PROGRAMS

- MS Office
- Micros Oracle
- MaraPlan
- ResDiary
- Hotellinx
- Restolution
- Lounastaja
- Business Suite

EDUCATION

Bachelor of Hospitality Management,
Turku University of Applied Sciences 2007

Production and Management of Services:
Facility Management

- Usability of workspace
- Strategic Facilities Management

COMMUNITY INVOLVEMENT

MLL Ruoholahti-Jätkäsaari local organisation

Member and volunteer 2018-
Board Member 2021-

WORK EXPERIENCE

In addition to day-to-day tasks involving the core business of restaurant services, such as customer service, quality management and floor manager duties, my responsibilities were also as following:

Shift Manager, Makkis ja Pekkis Oy

20.1.2020-

- ★ Opening of first restaurant
- ★ Developing concept
- ★ Reporting
- ★ Cooperation with Lounastaja to enhance user experience

Head Waiter, Kämp Oy

1.7.2016-31.1.2020

- ★ LHW standards
- ★ Development of service process
- ★ Reporting on behalf of all F&B depts.
- ★ Training, Introduction material and -process
- ★ Working closely with 3rd party suppliers

Restaurant Manager, EF-Restaurants

15.4.2015-5.8.2016

- ★ Opening and consulting on first restaurant
- ★ Work schedules and creating follow up
- ★ Inventory Management

Head Waiter/Event Coordinator

Palace Kämp Ravintolat Oy/Royal Ravintolat Oy

1.5.2009-14.4.2015

- ★ Meeting and Event Management
- ★ Cash flow and Reporting
- ★ Inventory Management