kAREN CEPILLO

Apartment 53 East Courtyard Tullyvale Cabinteely Dublin 18

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**Skills**

* Time Management: values getting things done correctly and on time.
* Communication and Problem Solving: Appreciates constructive criticism and tries to resolve problems straight away.
* Basic knowledge of Microsoft Products, Excel, Word, Outlook, Skype, Power Point
* Operating systems: Windows 7, windows 10, macOS

**Education**

**Technological University Dublin**

**2016-2018**

Culinary Arts Professional Cookery

* Kitchen & Larder 1&2
* Theory of Food and Kitchen Organisation
* French Culinary & Wine Terminology
* Hygiene & HACCP
* Culinary Information Systems
* Food & Beverage Studies
* The Science of Food & Cooking
* Gastronomy 1

**Cabinteely Community School**

**2010 - 2016**

**Leaving Certificate Examinations**

**Work Experience**

**The Park Café**

**November 2022 – Present**

Unit 2, Building 1, 1 Ballsbridge, Shelbourne Rd, Dublin 4

**Position: Receptionist**

* Draw up client bookings for tables and ensure that tables are set before clients’ arrival
* Manage the front desk by receiving incoming calls, greeting and attending to customers
* Inform guests about the availability of tables and direct them to the tables
* Keep records of guests who visit the restaurant
* Assist customers with answers to queries, and proffer solutions to issues within your capacity
* Collaborate with other restaurant staff and the management to ensure that customer complaints are properly attended to in a timely manner
* Ensure that clients make payment for services before they exit the restaurant
* Keep clear records of payments received and make detailed notes of balance payments
* Check restaurant’s emails and respond to them accordingly; draw the attention of management to certain mails when necessary
* Communicate with other staff, such as dinners, informing them of clients’ bookings, needs and complaints.

**Royal Marine Hotel**

**August 2021 – October 2022**

Marine Road, Dun Laoghaire, Dublin, A96 K063

**Position: Front Office Receptionist**

* Answer phone calls and take bookings
* Checking guests in / out
* Carry out front office administration including answering telephones, emails
* Answer queries from residents, prospective residents, and conference guests
* Maintains effective communication with all relation department
* Ensuring all reservations are crossed checked with correspondence
* Being familiar with various internet hotel booking sites in operation
* Ensuring all guests needs are communicated to the Front Office Team and other hotel team members as necessary
* Taking bookings for individual bedroom reservations

**Michie Sushi (Ivory Point LTD)**

**May 2018 – Aug 2021**

64 George’s Street Upper Dun Laoghaire

**Position: Chef/Waiting staff**

* In charge of all aspects in the front of the house
* Establishes, promotes and maintains good public relations and enhances sales for the restaurant at every opportunity
* Prepare checks that itemize and total meal costs
* Ensure all deliveries are accountable and safely stored away.
* Participate in the Health and Safety Policy
* Customizing orders to suit preferences
* Inspecting and using the highest quality ingredients at all times
* Preparing all dishes as per the established guidelines and food safety standards
* Communicating any kitchen issues to the Supervisor or Restaurant Manager
* Responding politely and promptly to all customer requirements and carry out duties in professional manner
* Assists with the cleaning, sanitation, and organization of kitchen, walk-in coolers, and all storage areas.

**3M Ireland Limited**

**July 2014 – July 2014**

The Iveagh Building, The Park, Carrickmines

**Position: Internship**

* Accepts designated, business-focus projects to research, propose ideas and solutions, and present final project during the internship.
* Engages with Business Partners/clients and provides service and/or sales.
* Assist employees with their work
* Managed the online ASD stock list
* Performs related duties as assigned.

**References**

Available on request