

## Silvia Saverino

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### **Introduction:**

I would first like to thank you at this time for reviewing my resume and consideration.

### **Work Experience:**

#### *Sales Negotiator at Douglas and Gordon (South Kensington and Notting Hill) 2021-2022*

Enthusiastic experienced Sales negotiator, up to date with the current sales market and AML regulation. Committed and driven to meet and exceed targets, whilst efficiently assisting clients and applicants with enquiries. Able to build excellent relationships in a polite, friendly and approachable manner with both the above so to secure new business for the company. Carried out viewings and followed up with constructive feedbacks in the most efficient way. I hold the record for the highest fee banked with one sale in 2021, which was £55,000.

#### *Shift Manager Ottolenghi Ltd (Islington) 2019-2021*

Responsible for the management, training and wellbeing of the FoH team, supervision of up to 200 covers per day, ensuring the standards required to provide an excellent service are met; trusted with the opening and closing of the establishment, managing in-person and online guest reservations; supporting all the different team roles when needed and being proactively engaged in problem solving.

#### *Head Waitress Ottolenghi Ltd (Spitalfields) 2016-2019*

Overseen a fraction of 300 covers per day within a section of 6 or 8 tables, deliver staff training enabling colleagues to achieve their own potential through sharing knowledge and best practice. Following all the steps of service I've always aimed for high consistent standard to exceed guests' expectations anticipating their needs, while building up a warm professional connection with each and one of them in order to provide the best dining experience. Proudly moved up the ranks from head waitress to shift manager.

#### *Host Ottolenghi Ltd (Spitalfields) 2016-2019*

In charge of managing guests booking while creating a sense of familiarity either in person, via email or phone, ensuring all their doubts or questions were taken care of prior their visit, providing useful information about the local area, local services, our restaurants and products from our company.

#### *Waitress NOPI restaurant 2012-2015*

Entrusted with excellent time management skill I would take care of the whole guest dining experience in a high-pressure environment, maximise sales of food and beverage, working alongside a highly organised team I was actively communicating with whilst performing other daily tasks included but not limited to bussing, clearing, cleaning and setting tables efficiently as per restaurant standards.

### **Profile:**

Taking initiative has always been a strength of mine, I have a goal-oriented approach and actively strive to be my best in every situation; I hold an intense work ethic and I love the challenge of having new responsibilities.

### **Key Skills and competencies:**

- Efficiently assisting clients and applicants
- Ability to work under pressure
- Sales improvement
- Versatile and fast learner
- Strong organizational skills with excellent time management
- Keen marketing and promotions
- Problem solver
- Persuasive seller
- Team player
- Microsoft office applications

### **Education:**

Diploma Liceo Classico F. Scaduto, PA

### **Languages:**

Italian: native  
English: fluent