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|  |  | **FRANCESCA GIUSSANI**  WAITRESS  I am an experienced waitress with real pride and passion for what I do. I greet all of my customers with lots of energy and a BIG SMILE. I have the ability to build a rapport, even in a fast paced environment when the orders are flying in; and I love giving customers an awesome experience with great service delivery. |
| Contact PHONE:  **0449970649**  EMAIL:  **francigiussani@outlook.com**  ADDRESS:  **205/1 Randle St, Surry Hills**  TYPE OF VISA:  **Working Holiday Visa**  NATIONALITY:  **Italian**  Skills:  **Mother tongue**: Spanish, Italian  **Second language**: English (B2)  Good customer service skills |  | EDUCATIONGreenwich English College November 2018 – February 2020  - Certificate PET (February 2019)  - Certificate in General English Upper Intermediate (November 2018) Liceo Scientifico Donatelli Pascal (High School) 2013 - 2018 SKILLS  * Hands-on experience with cash registers and ordering information systems (Revel POS & Toast POS) * Good maths skills (including mental maths!) * Attentiveness and patience * Very high standard of personal presentation * Good organisational and multitasking skills, with proven ability to perform in a busy environment * Active listening and effective communication skills * Very good at working with the team to deliver great service, and keeping others motivated * Flexibility to work in shifts  WORK EXPERIENCEMatteo Downtown: waitress March 2020-April 2020  -setting up and clearing tables  -taking orders  -providing customer service Café Del Mar: waitress November 2018–January 2020  -setting up and clearing tables  -taking orders  -providing customer service Fratelli Fresh: runner August 2018–September 2018 Caterer, Tondini srl of Sumirago, Milan, Italy February 2018–July 2018 Sand Cafe, Milan, Italy: waitress March 2018-July 2018 |