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| PERSONAL INFORMATION | **Kostandina Lencheska** |
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| FZP_4015v(3) | “ Niko Doaga ” num: 56 Krushevo 7550 R. Macedonia |
| +38948477176  +38978360595 |
| [dinasrce@hotmail.com](mailto:dinasrce@hotmail.com) |
| <https://bit.ly/3ea945F> |
| Replace with type of IM service <https://www.facebook.com/dina.mesecinoska>,Viber, WhatApp,Line,Instagram,Linkedin. |
| Sex Female | Date of birth 22/11/1987 | Nationality Macedonian |

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| WORK EXPERIENCE |  |

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| JOB APPLIED FOR  POSITION  PREFERRED JOB  STUDIES APPLIED FOR | **Digital Marketing + SEO** |

Replace with dates (from - to)

Replace with occupation or position held

Business or sector Digital Marketing for Restaurant

**09/2022 – present Mykonos Restaurant “Zivko Cingo 5 Debar Malo” 1000 Skopje**

**Digital Marketer + SEO and Graphic Design**

**Duties:**

* **Create digital marketing campaigns.**
* **Ensure consistency in the brand messaging.**
* **Work with the sales team to coordinate marketing campaigns.**
* **Prepare emails and newsletters to send to current customers.**
* **Launch promotional offers and events to attract new customers.**
* **Optimize the business website to increase online traffic.**
* **Follow best practices for social media marketing on different platforms.**
* **Conduct regular audits for social media and website marketing performance.**
* **Maintain and monitor online listings across various e-commerce platforms.**
* **Track marketing metrics and analyze digital data to measure marketing success.**
* **Make Logo, billboards, flyers, stories, posters, business cards.**
* **Research for all competitors direct and indirect.**
* **Search engine optimization (SEO)**

Business or sector Housekeeping

**01/2015 – 08/2022 Viking Ocean Cruise 5700 Canoga Ave Ste 200, Woodland**

**Hills, CA 91367**

**Assistant Chef Housekeeping**

**Duties:**

* Monitor par levels of all lockers within the relevant working areas and ensure that sufficient supplies are available for the Stateroom Host; arrange for the collection of general store items as per the schedule and ensure that all items are properly distributed to lockers within the relevant working areas; complete the weekly general supply requisition and submit the requisition for approval.
* Inform the Executive Housekeeper of any Guest related issues, resolving these issues according to Viking’s STAR Service Standards; follow up on any special requests from Guests.
* Ensure that all logs are signed and up-to-date in the designated housekeeping areas, follow up & keep track of all special cleaning matrixes including cleaning of curtains, carpet shampoo, furniture, shower head sanitation, etc.
* Regularly inspect Housekeeping areas including Guest Staterooms, public areas, corridors and lockers to ensure that these areas are according to company policies and procedures and employee health and fire/chemical safety. Any damages/malfunctions found during such inspection must be corrected accordingly and reported to the Executive Housekeeper.
* Lead and support a multi-cultural team, maximizing crew satisfaction, productivity and retention.
* Meet with Team Leaders on a daily basis for “The Daily Reunion”, to provide feedback & operational updates as well as to ensure that your department is performing to Viking’s STAR Service Standards.
* Provide the highest level of comfort and service to Guests and consistently maintain an impeccable standard of cleanliness and hygiene in all areas, as per Viking’s STAR Service Standards and all Public Health Policies; manage service according to Guest flow, embarkation & disembarkation, sea da y activities & other activities.
* Provide competent leadership to all direct reports. Responsibilities include, but are not limited to: Conducting performance reviews, including discipline as needed, ensuring Maritime Labor Convention (MLC) compliance and onboard training, succession planning, crew communication and recognition.
* Ensure you always wear the appropriate and task specific Personal Protective Equipment (PPE) as required for your duties onboard. Always use correct lifting techniques to prevent injuries.
* Uphold impeccable grooming standards within your team at all times by complying with Viking’s Image and Uniform Standards.
* Ensure that company property is appropriately secured and protected, especially during rough weather conditions, in order to prevent unnecessary loss or damage.
* Demonstrates outstanding flexibility: able to work at different times of the day, under pressure and reflect a positive can-do attitude and the best image of Viking at all times.
* Become knowledgeable and ensure your team are knowledgeable about itinerary-related ports of call, shore excursions and shipboard activities such as events, entertainment and programs.
* Positively contribute to achieving/succeeding Housekeeping KPI goals (quality & financial).
* Have full knowledge about safety & security procedures and can operate in line with all Public Health, Environmental and Safety & Security Policies; participate in all training concerning onboard training, safety & security, fire prevention, evacuation exercises as required by the company
* Prepare for & participate in all Public Health inspections onboard.

**Stateroom Stewardess**

**Duties:**

* Adhere to the company standards regarding dress and appearance (Viking Look)
* Extend appropriate greeting to all guests at every opportunity
* Introduce assigned service team (Assistant Stateroom Steward/ess to all guest)
* Ensure guest are familiar with their Staterooms
* Lights
* TV / VCR
* Air-conditioning
* Stateroom amenities
* Safety regulations (boat drill & lifejacket issue to guests)
* Paging system, etc.
* Report and follow up on all maintenance issues
* Ensure all Staterooms are serviced twice a day
* Respond to all guest request
* Advise immediately any Guest challenges to Housekeeping Management
* Assign daily duties to Assistant Stateroom Steward/ess as per their job description
* Train and evaluate Assistant Stateroom Steward/ess. Provide feedback to Housekeeping Management.
* Ensure balconies and furniture are kept clean
* Ensure daily inspection off all guest mattresses, request replacement where necessary. Adhere to mattress turning guidelines.
* Ensure hallway and Stateroom carpet is maintained in good order
* Ensure that all equipment is properly stored
* Ensure that all in Stateroom beverage services are followed
* Ensure that food service chinaware is removed from the staterooms in a prompt manner and returned to the designated area (in no circumstances it should be stored on the carpet)
* Administer beach towels & bathrobes program. Be responsible to promote sales.
* Ensure timely liquor, tour ticket and other Stateroom deliveries
* Follow U.S.P.H procedures as directed in the Vessel Sanitation Manual
* Adhere to all safety and operational instructions when handling chemicals
* Control and issue safety deposit box keys (where applicable)
* Adhere to environmental hanger policy
* Adhere to amenity basket program
* Luggage delivery and related duties
* Administer departmental paperwork & report procedures
* Participate at all other functions as directed by the Housekeeping Management

**Assistant Stateroom Stewardess**

**Duties:**

* Daily cleaning of approximately 19 staterooms
* Cleaning of public areas, toilets and reception area according to requirements
* Correct handling of guest laundry
* Correct and careful handling of all cleaning products, materials and housekeeping equipment
* Rotating laundry duty incl. washing, ironing and folding activities
* Checking and reporting technical defects of staterooms to the supervisor or bay our self on mxp
* Plus various additional tasks
* Control and distribution of externally cleaned laundry and uniforms
* Distribution of daily programs, gift orders and turndown services in allocated staterooms
* Welcoming and escorting guests to their staterooms on embarkation day
* Luggage duty on embarkation and disembarkation day
* Conduction of stock takes; inventory according to company procedures
* Preparation of opening and closing ships at start and end of season
* Assistance in other departments upon instruction from supervisors (if required)
* Performance according to company standards and HACCP rules
* Participation in loadings
* Correct storage of stock; establishing of par levels
* Active participation in onboard training programs

Business or sector Shore Excursion and Guest Services

**07/2012 – 10/2014 Carnival Cruise Lines 3655N.W.87thAvenue, Miami, Florida**

**Shore Excursion Staff**

**Duties:**

* Delivers high standards of service in regards to excursions’ bookings and sales, private shore activities and disembarkation arrangements,
* Provides guests with ports and tours information,
* Executes the back office administrative tasks,
* Escorts the groups and supervises local tour operators during the excursions,
* If necessary, supports local tour guides with language translations,
* Handles guests’ complaints and queries,
* Sales Background and sell the tickets for shore excursions
* Customer Service
* Download and Prepare Tickets
* Help also to Guest Cervices desk and in the office
* Organize the disembarkation and embarkation
* Guiding the gest all directions on the ship and out of the ship
* Responding on any of guests requests
* Report and follow up to Shore Excursion Manager
* Plus various additional tasks
* Tour Dispatch

Business or sector Housekeeping

**Captain’s Stewardess**

**Duties:**

* Remove the dust from furniture, walls, machines, and equipment.
* Follows detailed worksheet for each cabin cleaning
* Completes inventory of cabin contents on form provided. Provides information on any missing items to the manager.
* Daily maintenance of hot tubs.
* Clean floors and walls by sweeping, mopping, scrubbing, or vacuuming them.
* Order and Stock cabin food supplies (coffee, tea, sugar, etc.) as needed.
* Replenish supplies such as drinking glasses, linens, writing supplies, and bathroom items
* Gather and empty trash.
* Clean and polish furniture and fixtures.
* Clean windows, glass partitions, and mirrors, using soapy water or other cleaners, sponges, and squeegees.
* Make adjustments and to heating, cooling and ventilating systems.
* Mix water and detergents or acids in containers to prepare cleaning solutions, according to specifications.
* Steam-clean or shampoo carpets. Polish floor
* Follow procedures for the use of chemical cleaners and power equipment, in order to prevent damage to floors and fixtures.
* Monitor the room for security and safety by performing such tasks as locking doors after operating hours and checking electrical appliance use to ensure that hazards are not created.
* Set up, arrange, and remove decorations, tables, chairs, and ladders to prepare facilities for events such as banquets and meetings.
* Sort clothing and other articles, load washing machines, and iron and fold dried items.
* Sort, count, and mark clean linens, and store them in linen closets
* Carry linens, towels, toilet items, and cleaning supplies, using wheeled carts or by hand as needed.

Business or sector Receptionist and Hostess

**05/2010-3/2012 Hotel Montana Ilindenska bb Krushevo**

**Social Hostess**

**Duties:**

* Events organizing ( for example cocktail parties, gala balls, coffee mornings, wedding ceremonies and much more)
* Dancing – ballroom, sequence and other varieties
* Hosting – introducing acts, master of ceremonies, receptions and TV/press appearances
* Arts & Crafts – napkin folding, needlework and scarf tying to name but a few
* Administration – creating invites /posters, stock take of prizes, create daily programmer of events, putting together birthday/anniversary/honeymoon packages
* Public speaking – must be confident that you can command respect from the guests in emergency situations and be able to keep order in a diplomatic, patient and caring manner at all times.
* Monitoring the open dining sections of the restaurant for empty and cleaned tables,
* Monitoring the guest waiting list,
* Ensuring that the needs of the guests are met while they are waiting,
* Answering the telephone,
* Reservation online and social media
* Reservation direct on the desk or on the phone
* Answering on any request and following up
* Organize all staff in the hotel.

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| EDUCATION AND TRAINING |  |

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| Replace with dates (from - to) |  | Replace with EQF (or other) level if relevant |
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2001- 2005 “D.S.U. Gorce Petrov” Prilep School of education-(high school).

2005-2009 University “Ss. Cyril and Methodius” Skopje school of education.

Course of Digital Marketing and SEO with CPD International Certificate

First AID and CPR certificate

23 International Certificates for STCW

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| PERSONAL SKILLS |  |

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| Mother tongue(s) | Macedonian | | | | |
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| Other language(s) | UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English, Serbian, Croatian, Bulgarian, Montenegro, Vlashki -(a dialect of all Latino languages). | C1/2 | C1/2 | C1/2 | C1/2 | C1/2 |
|  |  | | | | |
| Spanish Italian Romanian Slovenian | B1/2 | B1/2 | A1/2 | A1/2 | A1/2 |
|  |  | | | | |
|  | Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user  Common European Framework of Reference for Languages | | | | |

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| Communication skills | * Good hospitality, * Interactive with the guest, * Always smiling, * Greeting always the guest |

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| Organisational / managerial skills | * Organization of working time for all staff, * The most well-organized staff and guest tables, * Organize on my own time for everything, * All computer managers skills |

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| Job-related skills | Excellent knowledge of English, working with all nationalities and cultures, hospitality, professional working with difficult clients, arranging customer requirements |

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| Computer skills | Skilled in MS Word, MS Excel power point, MS Outlook, Internet Explorer, CRT computer software, Canva, Illustrator, Photoshop, Wix, google Site, In Design. |

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| Other skills | Reception, Restaurant and Bar Waitress, Shore Excursion, Sales, Hair and cosmetic stillest, Ceremonial and Bar Hostess, Digital Marketing, Commercialist, Web Design, Google sites, SEO. |

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| Driving licence | * B |

**References:**

1.Viking Ocean Cruise

General Manager

5700 Canoga Ave Ste 200, Woodland Hills,CA 91367

Phone Number: + +1 441-645-1387

2.Carnival Cruise Line

Housekeeping

3655 N.W.87th Avenue, Miami, Florida

Phone number: +3317824289

3.Aleksandra Kalendarova

Hotel Manager

Ilindenska bb Krushevo

Phone num: +38978405251

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