

PERSONAL INFORMATION

David Jorge Batista da Costa



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WORK EXPERIENCE

Sep 2018–Dec 2019

Steward/stewardess

P&O Ferries - Mini Cruises, Hull (United Kingdom)

- Provides personal assistance to guests;
- Stripping and re-covering of beds as per set schedule and standards;
- Re-stock the mini-bars;
- Ensure the cleanliness of the staterooms;

Sep 2017–Aug 2018

Waiter

Wine Not? - Restaurante & Bar, Lisboa (Portugal)

- Recommend food and wine pairings;
- Attend to customers upon entrance;
- Answer questions or make recommendations for complementary products.

Jun 2017–Dec 2017

Waiter

Sana Hotel, Lisboa (Portugal)

- Preparing restaurant tables with special attention to sanitation and order;
- Attending to customers upon entrance to the restaurant;
- Take and serve orders;
- Collaborate with other restaurant servers and kitchen/bar staff;

Dec 2016–May 2017

Sales assistant

Calvin Klein, Alcochete (Portugal)

- Organizing merchandise on shop floor;
- Assisting customers and advising them on Fashion choices;
- Processing payments;
- Returns and exchanges;
- Dealing with customer complaints and suggesting solutions;
- Performing store opening and closing operations.

Jun 2012–Dec 2016

Sales Assistant

ZARA, Lisboa (Portugal)

- Be involved in stock control and management;
- Being responsible for processing cash and card payments;
- Stocking shelves with merchandise.
- Giving advice and guidance on product selection to costumers;
- Working within established guideline, particularly with brands.

Jan 2010–May 2012

Waiter

Cacela Mar, Restaurant, Faro (Portugal)

- Preparing restaurant tables with special attention to sanitation and order;
- Attending to customers upon entrance to the restaurant;
- Presenting menus, serving and helping customers select food/beverages;
- Collaborate with other restaurant servers and kitchen/bar staff;
- Issue bills and accept payment.

EDUCATION AND TRAINING

Sep 2009–May 2012

Curso Técnico Profissional Turismo

EQF level 3

Escola Secundaria de Casquilhos, Barreiro (Portugal)

- Develop and present tour itineraries
- Display key sights such as places or monuments
- Demonstrate typical gastronomy
- Hold Events

PERSONAL SKILLS

Mother tongue(s)

Portuguese

Foreign language(s)

| | UNDERSTANDING | | SPEAKING | | WRITING |
|---------|---------------|---------|--------------------|-------------------|---------|
| | Listening | Reading | Spoken interaction | Spoken production | |
| Spanish | B2 | B1 | B1 | B2 | B1 |
| French | B2 | A2 | A2 | B1 | B1 |
| English | B1 | B1 | B1 | B1 | B1 |

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

- Strong communication skills, trained at school and improved by work experiences.

Organisational / managerial skills

- Good organizational skills.

Job-related skills

- Excellent entertainer.
- Natural Team Worker.
- Good relation with technologies

Digital skills

SELF-ASSESSMENT

| Information processing | Communication | Content creation | Safety | Problem-solving |
|------------------------|------------------|------------------|-----------------|------------------|
| Proficient user | Independent user | Proficient user | Proficient user | Independent user |

Digital skills - Self-assessment grid