

PERSONAL INFORMATION

Victoria Grigoreanu



📍 Maria Dragan 30/2, Chisinau, Republic of Moldova

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Sex Female | Date of birth 19.04.1995 | Nationality Moldavian

WORK EXPERIENCE

- 05.02.2019- 30.04.2019** **Mystery Shopper** **Andy's Restaurant & La Placinte Chisinau, Moldova**
 Visiting restaurants in order to evaluate the overall experience while remaining discreet and pretending to be a regular customer. I was observing and measuring customer service, product quality and the general environment of the restaurant. Buying a specific product as instructed or purchasing a random product. Taking notes during the visit that are used later for writing a report. Making observations about the employees' behaviour and answers. Filling out a questionnaire and writing a report about the visit and the service received, including all the details about the experience.
- 26.03.2017-18.12.2018** **Hostess** **Emaar Hospitality Group, Address Boulevard Hotel, Dubai , UAE**
 My main attributes as a hostess were greeting incoming and departing guests, escorting them to assigned dining area, presenting menus, announcing waiter's name, informing guests of current promotion. As a hostess I also learned how to manage even situations that were more challenging. I had to make sure that the guests were always pleased with our services, and I had the responsibility to contribute to an environment that would not leave guests with any negative impression. One of the most important things I learned was team work and also the ability to be flexible and to develop even managerial skills. In addition, the hostess job taught me to always have a well- groomed appearance, to always show a smile, to be friendly, polite and always ready to look and do my best. I learned to stay focused and alert for extended periods of time, to always keep an out-going and positive attitude.
- 20.06.2016-13.03.2017** **Data Entry Operator** **H. Essers**
 As a data entry operator I was responsible of creation of transport orders received from the European customers by email. Contact customers for missing information by email or phone. Make various reports in excel daily, weekly, and monthly. Helping with payroll for the truck drivers. Make transport invoices for customers and partners. I improved my attention to details as I've worked with numbers, prices and invoices. Monthly targets made me fix my goals and get them done until fixed date.
- 01.09.2015-.06.05.2016** **Receptionist** **Hotel Villa Natali, Chisinau Republic of Moldova**
 Main responsibilities within this job include dealing with enquiries and room reservations made on the telephone, online or by email in a friendly and professional manner. Greeting the guests on arrival at the hotel with warm welcome and pleasant atmosphere. Checking guests in and out, using a computerized system. Preparing bills and taking payments. Dealing with complaints or problems.

EDUCATION AND TRAINING

01.09.2011-23.06.2015

Manager in Hotel Services

College of Ecology ,Chisinau ,Republic of Moldova

PERSONAL SKILLS

Mother tongue(s) Romanian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Russian	B2	B2	B2	B2	B2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
[Common European Framework of Reference for Languages](#)

Communication skills

I developed excellent verbal communication skills through my job as a hostess. I also gained nonverbal communication skills such as body language, fast thinking, listening, visualizing. Friendliness, politeness, and respect are also essential in communication and I learned how to manage them in various situations. Also, my experience with customers led me to learn that a very important aspect in communicating with them is understanding each specific need and being able to satisfy it in the best way possible.

Organisational / managerial skills

The main organisational skills that I acquired along the way are teamwork, planning and also physical organisation. I also have excellent social skills and empathy all gained by working with customers. Excel under pressure and tight schedules as well adapt myself quickly to different team. Experienced at providing a high quality service to customers at all levels .Well organized, hard working and self-disciplined.

Job-related skills

- Proven ability to greet guests and guide them regarding their table requirements.
- Ability of serving food and drinks.
- Ability to give tips and guidance to tourists regarding their questions.
- Good organizational and time management skills.
- Great emergency handling.