

PERSONAL INFORMATION

LAURA REDA


📍 13 Cuza Voda Str., Lumina, Constanta District, Romania

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Sex Female | Date of birth 17/04/1970 | Nationality Romanian

JOB APPLIED FOR

BARTENDER HELPER

WORK EXPERIENCE

March 2017 – April 2019

BARTENDER HELPER

GOOSE RESTAURANT, SC. BULEVARD INTERNATIONAL SRL, ROMANIA

- Bar cleaning and equipment, preparing bar supplies such as liquor, fruit, dishes.
- Stocks refrigerating units with wines and bottled beer
- Replaces empty beer kegs with full ones
- Slice and pit fruit used to garnish drinks
- Washing glasses, bar, equipment, and polishes bar fixtures
- Mopping the floor
- Removing empty bottles and trash
- Mixing and preparing flavours for mixed drinks

July 2004 – March 2017

SELLER – PUBLIC ALIMENTATION

SC. CONPRESS GROUP SRL, ROMANIA

- Packed food and alcoholic/non-alcoholic drinks selling
- Primary Accountancy
- Financial management of small establishment (shop)

January 2002 – July 2004 **GUEST RELATIONS MANAGER**
PALM BEACH HOTEL, SHARM EL SHEIK, EGYPT

- Greeting guests on a warm and hospitable manner
- Assisting guests with all hotel needs throughout their stay
- Keeping an eye on room details for guests` comfort (room temperature, supplies, music)
- Ensuring that quality standards meet expectations on a day-to-day basis
- Handling complaints and conflicts in negotiations

March 1990 – June 1999 **TRADE WORKER**
SC COOPERATIST SRL, ROMANIA

- Packed food and alcoholic/non-alcoholic drinks selling

EDUCATION AND TRAINING

- 1990 **HIGHSCHOOL DIPLOMA**
INDUSTRIAL HIGHSCHOOL CONSTANTA ROMANIA
- CHEMISTRY AND ELECTROTECHNICAL
- 1990 **PUBLIC ALIMENTATION CERTIFICATION**
- 2005 **RAILWAY SWITCHWOMAN/SIGNALWOMAN/POINTWOMAN CERTIFICATION**

PERSONAL SKILLS

Mother tongue(s) **ROMANIAN**

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
ENGLISH	B2	B2	B2	B2	B2

Communication skills

- great communication skills gained through my experience as trade worker and seller
- great interpersonal skills gained as guest relations manager by exercising empathy with all guests

Organisational / managerial skills

- creating and keeping deadlines
- goal setting and meeting goals
- coordinating events
- productivity
- multitasking

Job-related skills

- outgoing personality
- excellent team working abilities
- tact and diplomacy for dealing with difficult situations
- reliability

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Basic User	Basic User	Basic User	Basic User	Basic User

Levels: Basic user - Independent user - Proficient user

[Digital competences - Self-assessment grid](#)

Other skills

- cognitive flexibility (the ability to calibrate my perception depending on different people, situations and circumstances)

Driving licence

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