

PERSONAL INFORMATION



Brahariu Alexandru

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POSITION

waiter,senior waiter

WORK EXPERIENCE

05/04/2009–04/05/2011

Waiter

Ramada Bucharest Parc&Plaza, Bucuresti (Romania)

- Making the guest feel Welcome,being frendly and attentive,bassicly treeting the guests as if they were in your own home.Service is just the bare minimum,taking orders,bringing drinks and clearing plates. ▪ Welcoming guests-Demonstrating meniu knowledge,answering guestion,up seiling sepciality items,describing dishes,taking orders(beverages and food),handling complains,ensuring guest satisfactori. ▪ Bring out food,clearing empty plates,refilling drinks,bringing extra items requested by guests,crumbing the table,offering after dinner drinks and dessert,cash handling(when processing the check),thanking the guest for coming in and assisting in any other ways.

05/05/2011–06/05/2013

Restaurant manager

Ramada Bucharest Parc&Plaza, Bucuresti (Romania)

- take responsibility for the business performance of the restaurant;
- analyse and plan restaurant sales levels and profitability;
- organise marketing activities, such as promotional events and discount schemes;
- prepare reports at the end of the shift/week, including staff control, food control and sales;
- create and execute plans for department sales, profit and staff development;
- set budgets or agree them with senior management;
- plan and coordinate menus;
- coordinate the operation of the restaurant during scheduled shifts;
- recruit, train, manage and motivate staff;
- respond to customer queries and complaints;
- meet and greet customers, organise table reservations and offer advice about menu and wine choices;
- maintain high standards of quality control, hygiene, and health and safety;
- check stock levels, order supplies and prepare cash drawers and petty cash.

08/06/2013–05/04/2014

Waiter

Seachefs Amawaterways, River cruise ship

- Take order from passengers.
- Memorize orders for trasmittal to kitchen staff
- Check with guests to ensure that they are enjoying their meals and take action to correct any problems.

- Serve food and/or beverages, prepare and serve specialty dishes at tables as required.
- Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.

08/05/2014–10/01/2018

Maitre'd

Seachefs Amawaterways, River cruise ship

- Maitre'd have to make reservations for the guest that call in advance
- They have to make entries of the time and the date the guest is expected to arrive
- They have to greet all the guests and seat them according to their preference
- They have to see to it that the guests are seated comfortably and there is waiter present to take their order
- They have to ensure that guests have a good time at the restaurant and look immediately into any complainants they might have
- They have to ensure that the restaurant is clean before they open for business, for which they should inspect all around and point out anything dirty to the cleaning crew
- They have to coordinate between all the staff of restaurant and ensure that everything is in working order
- They have are the ones who accept payments from the guests, therefore, they have to calculate the correct bill amount and ensure that the credit cards are returned to guests
- They have to enquire from the guests whether they enjoyed the food and the service
- They have to escort the guests to the exit and ensure that the valet brings their car out in advance
- Maitre'd' have to advertise good service of the restaurant

EDUCATION AND TRAINING

15/07/2003–15/06/2007

High school Republica, Bucharest (Romania)

05/08/2006–07/02/2007

Certificate Waiter-bartender

Viilor, Bucharest (Romania)

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PERSONAL SKILLS

Mother tongue(s)

Romanian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B1	B2	B2	B1
Portuguese	A2	A2	A2	A1	A1

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

- Good communication skills gained through my experience.
- Adapt the communication in different situation.

Job-related skills

- Good organisational skills gained working as a Restaurant manager being responsible for food and beverages service