

PERSONAL INFORMATION

First Name | Melinda

Last Name | Muresan

Date of birth 14th of September 1992

Gender Female

Nationality Romanian

Current Address | South Ockendon, Essex, Great Britain

Home Address | Intorsura Buzaului, Covasna, Romania

Telephone (+44) 07597 112098

Email Address | meli muresan@yahoo.ro

Personal Profile

As a person involved in Tourism / Hotel industry, it's essential for me to provide the best quality of customer service to all the guests. Ability to relate to people from different cultures and backgrounds is one of my strengths which leads me to being flexible while working both on my own or being part of the team. I am always able to display a positive approach towards my work ethic and ever willing to venture forward for the purpose of learning new skills and improve the existing ones. I also use my best knowledge to make my team and myself proud of all the services we provide.

	EXPERIENCES				
Department	Accounts				
Position	Control Clerk				
Duties	Handling cash and providing accurate cash reports as: outlets revenue and banking balance, ATM report, gaming machines and car park revenue. Reviewing the cash refund forms. Checking and exchanging the foreign currency. Processing petty cash receipts according to the company's procedure. Adjusting and sending the Sales Ledger's invoices. Contacting customers regarding overdue accounts and determine reason for non-payment. Dealing with customer's inquiries regarding invoices, alternative methods of payment, lost properties. Carrying out other duties as requested by the Hotel Controller				
Period	March 2019 - present				
Company	Britannia International Hotel, London				
Department	Front of House				
Position	Front of House/ Reservations Manager				
Duties	Directly supervising all front office personnel, training, scheduling and evaluating the job performance of each front office employee. Maximizing room revenue and occupancy, monitoring selling status, verifying that accurate rooms status report is maintained, updating and preparing groups, taking reservations over the phone and email. Reviewing the credit limit report, checking cashiers in and out, verifying bankings and deposits at the end of each shift. Resolving guest problems quickly, efficiently and courteously.				

Perioa

December 2018 - March 2019

Company

The Continental Hotel, London

Department

Front of House

Position

Duty Manager

Duties

Observing and complying with Health and Safety regulations. Checking all the aspects of hotel security as fire exits, alarmed doors, safes.

Being fully aware of the fire procedures and taking responsibility in the event of evacuation or sounding alarms. Dealing with customer complaints correctly and as efficient as possible, following them up in order to improve the standards.

Overseeing schedules to make sure all departments have enough employees to provide assistance to guests.

Monitoring and recording all staff calling sick / absent and report them to the relevant Head of Department.

Constantly monitoring the standards of services provided.

Period

March 2018 - September 2018

Company

Britannia International Hotel, London

Department

Front of House

Position

Receptionist

Duties

Welcoming and greeting guest on arrival, answering and directing incoming calls, informing guest of hotel rates and promoting the services.

Creating reservations, registering and checking the guests in. Verifying guest's payment method, reviewing the account and remaining charges, processing accurate payment, checking the guests out.

Listening and responding to guest queries and requests in person, by phone or email.

Liasing with all the departments to address any problems or complaints.

Maintaining a neat and orderly front of house area.

Period

May 2017 - March 2018

Company

Britannia International Hotel, London, Great Britain

Department

Food and Beverge

Duties

Taking accurate food and beverage orders from guests. Preparing and serving food and beverages to the customers. Checking if the customers are enjoying their meals and taking action to correct any problems.

Presenting menu and answering questions about the items, making recommendations upon request.

Ensure all customer's orders are meeting the required quality standards and proper presentation.

Preparing billings and collecting the money from customers. Arranging tables including setting up items such as linens, silverware and glassware.

Keeping the restaurant area clean and following the health regulations and protocols.

Assisting the hosstess by taking reservations over the phone or take away orders, and by greeting, seating and thanking.

Position

Bar Attendent

Period

January 2017 - April 2017

Company

Britannia International Hotel, London, Great Britain

Position

Waitress

Period

May 2016 - December 2016

Company

Bistro Aha, Brasov, Romania

Position

Waitress

Period

March 2015 - April 2016

Company

Filicori Zecchini , Brasov , Romania

Position

Head - Waitress

Period

December 2014 - March 2015

Company

La Placinte, Brasov, Romania

Position | Waitress

Period September 2014 - November 2014

Company Bemolle Café , Bucharest , Romania

Position Waitress

Period June 2014 - September 2014

Company | Mediterraneo , Constanta , Romania

Position | Waitress

Period December 2013 - March 2014

Company Hotel Silver Mountain, Poiana Brasov, Romania

Position | Waitress

Period March 2013 - November 2013

Company The Vintage Pub, Brasov, Romania

Position | Waitress

Period January 2013 - March 2013

Company | Sofa Club, Brasov, Romania

Position Bar Attendant

Period October 2011 - September 2012

Company The Hockey Pub, Brasov, Romania

Position | Waitress

Period June 2011 - September 2011

Company Old Town Caffe , Brasov , Romania

EDUCATION

High School | Colegiul National Unirea

Profile | Social sciences

Period 2007 -2011

Diploma | Baccalaureate Diploma

Courses Office Skills and Administration Certificate and

Certificates Personal holder license : Liquor license

Bed & Breakfast: Administrator degree

Professional skills degree - waitress/sales hospitality units

Digital competence ECDL - European Computer Driving License

LANGUAGES

Mother tongue Romanian

Others | English - Advanced

Spanish - Beginner

SKILLS

Job-related Guest Services orientated Cash register operations

Proactive approach to work

Adjusting to situations Computer literate

Managing multiple tasks Ability to work under pressure

Others Highly motivated Going the extra mile

Achieving goals Organizational skills
Attention to details