

# GIURIADI PATRASCU

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## PROFESSIONAL SUMMARY

- Seeking for a better opportunity, driven by a desire to make a difference every day. For the last 15 years of working with people for the people I have found my greatest fulfillment by contributing to others in some way. We want to help others, give, and volunteer more, but we often don't have time to! My pieces all began to fit together once I understood that people who've made a real difference aren't all privileged, advantaged or "special".
- Making a difference in our guests experience is the first step towards excellence in customer service industry.

## CORE QUALIFICATIONS

- A multilingual (English, Spanish, Romanian), enthusiastic and resourceful professional with a great ability to anticipate the guests needs
- Possessing excellent communication and interpersonal skills, with the ability to adapt to change and to build strong relationships with guests, regardless of age, cultural or socio-economic background
- Action-oriented with strong ability to communicate effectively, expert in client relationship development
- Detail oriented and demonstrated critical thinking ability
- Seasoned customer service professional with demonstrated record of reliability and punctuality
- Strong interpersonal skills and positive work ethic
- Able to operate and adapt to high paced and unpredictable environment.

## EXPERIENCE

04/2018 to Current

Server

**Cooper's Hawk Winery & Restaurant** — Pembroke Pines, FL

- Essential duties and responsibilities included knowledge of service techniques and food products, the delivery of the service and, above all, HOSPITALITY.
- A good shift in service industry starts with the report to manager 5 min before the shift with all personal service supplies on hand and communication with the out-going shift.
- A list of job responsibilities includes but is not limited to:.
- Taking orders from our customers and entering them into our POS system accurately.
- Using upselling techniques to increase the average ticket value.

- Greet people and be great with them in person.
- Carry out additional duties to prepare food/drinks, or package it for take-out.
- Maintain a clean, stocked and neat counter.
- Demonstrate knowledge of menu and respond to guest inquiries in a courteous manner Demonstrate hospitality.
- Perform other duties as assigned.
- These is to give a general idea of the job and no way states or implies that these are the only duties to be performed by the Service Professional in this position.
- Knowledge of the ingredients, preparation, and proper presentation of all menu items and specials and ensuring that every product delivered to the guest adheres to the highest quality possible is only the "technical " part of the job.
- All these responsibilities have to be carried out but what makes the service great are a few key personality traits like communication skills, ability to anticipate the guest needs, multitasking and hospitality (the ability to make guests or strangers feel favorably received, warmly and generously treated).

**10/2009 to 02/2018**     **Server**  
**The Grill on the Alley** — Aventura, FL

**01/2007 to 01/2009**     **Server**  
**Pasticcio** — NY

**03/2006 to 01/2007**     **Server**  
**Metro Marche** — NY

**12/2002 to 06/2005**     **Server**  
**Princess Cruises LTD** — Santa Clarita, CA

## EDUCATION

**2014**     **Associate of Arts**  
**Broward College** — Fort Lauderdale, FL, United States