

**Lavinia Nastasescu**

Swindon, SN3 6AQ, Staff House, Holiday Inn Swindon

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**PERSONAL STATEMENT**

I am a punctual and motivated individual who is able to work in a busy environment and produce high standards of work.

I am an excellent team worker and am able to take instructions from all levels and build up good working relationships with all colleagues.

I am flexible, reliable and possess excellent time keeping skills.

**WORK EXPERIENCE**

**Receptionist Supervisor**

**Holiday Inn Swindon(Kewgreen Hotels)**

**SN3 6AQ**

**Swindon**

**November 2017 to present**

Main duties:  
 - Working as part of a team and responsible for work assignments/rotations

- Ensuring all administrative records are completed accurately.

-Training of new staff & identifying training requirements of existing staff.

- Managing team and individual performance

- Ensuring compliance with all relevant health and safety guidelines

-Ensure professionalism & high quality is continually maintained.

-Preparation of relevant reports and documents for senior managers.

-Identifying areas of the business where improvements can be made.

**Receptionist Supervisor**

**Holiday Inn Slough Windsor (Kewgreen Hotels)**

**SL1 2NH**

**Slough**

**April 2017 to November 2017**

Main duties:

- Supervising dailey shift processes and ensuring all team members ar fulfilling the IHG standard operating procedures.

- Trainig and directing the work of the front desk team members to ensure a constant, consistent Quality operation in the IHG brand Standard.

- Building strong relationship and comunication with all other departaments

-Supervising the operations of the front desk to ensure an excellent level of the service and hospitality is provided to our guest.

-Ensuring that the emails are responded in time

-Checking dailey the online reviews and responding to these

-Controling cash and card transactions and ensuring at the end of the shift, the day reports balance

**Receptionist**

**Holiday Inn Slough Windsor (Kewgreen Hotels)**

**SL1 2NH**

**Slough**

**March 2016 to April 2017**

Main duties:  
-Deal with bookings by phone, email, letter, or face-to-face

-Complete the procedures when guests arrive and leave

-Allocate rooms and give the keys to guests

-Tell guests about hotel facilities and services

-Take, and pass on, messages to guests

-Deal with special requests from guests, like printing and scanning documents or storing valuable items

-Provide information about the surrounding area

-Prepare bills and take payments

**Bartender**

**ArgoPub, Constanta (Romania)**

**June 2015 to March 2016**

Night club with a capacity of 500 people. Are working: 3 bartendersand 5 waiters

Main duties:

- Taking orders directly from customers as well as waiters and waitresses.

- Asking for identification from guests who appear underage.

- Ordering liquor supplies.

- Refusing to serve intoxicated or drunk customers.

- Serving snacks to customers.

- Balancing cash receipts.

- Handling complaints from customers.

- Slicing fruit for garnishes.

- Taking payment from customers.

- Washing glasses, dishware and utensils.

- Sanitising bar equipment.

- Serving guests in a timely manner.

**Sales assistant**

**15.06.2015-15.10.2015**

**Bellissimo Cosmetics &Toiletries**

**Dubai, AE**

**December 2014 to June 2015**

**Dubai (United Arab Emirates)**

Main duties:  
 - Ensuring counter was always manned

- Creating shop window displays

- General tidying and cleaning of shop floor and stock room

- Creates a welcoming environment and provides excellent customer service including learning about products

**Waiter**

**Puro Beach Black Sea, Constanta (Romania)**

**July 2012 to June 2015 (Just during summer)**

Purobeach Black Sea is located in the famous area of Mamaia "The South Beach" of Black Sea. Has: Outdoor and indoor bar & restaurant with a capacity of 100 seats ,40 sunbeds on the pool terrace ,10 hangover beds , 150 sunbeds by the beach .

Main duties:  
- Providing a warm welcome for customers.

- Receive food & drink orders & serve customer requests to the standards required.

- Serving dishes to customers at tables.

- Learning the names of & building relationships with regular customers.

- Ensure timely delivery of all food & beverage items to customers.

- Understand menu content and keeping up to date with any menu changes.

- Making recommendations from the menu if requested.

- Answer guest queries in a polite and helpful manner.

- Clearing cutlery and dishes away from tables.

- Passing food orders through to the kitchen staff promptly.

- Ensuring all hotel corridors are kept clear from rubbish, glassware and crockery.

- Full product knowledge of all menu items and hotel facilities and services.

- Check on customers asking if they are enjoying their meals and service.

- Ensuring the food service area is left clean and tidy once all the guests have left.

- Relaying, preparing and setting tables for the next guests

**Waiter and Bartender**

**Phoenix Club Constanta (Romania)**

**September 2014 toDecember 2014**

Rock Pub with a capacity of 60 people.

Main duties:

- Working in close cooperation with the waiters and restaurant managers.

- Informing the manager of any till or cash discrepancies.

- Serving food and drinks to customers seated at the bar.

- Clearing and resetting tables in bar area.

- Completing all cash or credit card transactions.

- Ringing the ‘last orders’ bell at the end of a shift.

- Maintaining a thorough knowledge of all bar promotions and drink prices.

- Taking cash from customers and operating a point-of-sale system.

 **Bartender**

**Le Gaga Mamaia, Constanta (Romania)**

**June 2014 to September 2014**

Summer night club with a capacity of 1000 people. Has 3 large bars and 2 service areas. There are working 12 bartenders and 20 waiters.

Main duties:

- Arranging bar glasses and bottles in an attractive way.

- Taking orders directly from customers as well as waiters and waitresses.

- Thanking guests for their visit and inviting them to return.

- Cleaning up the bar area after a customer has left

- Regularly sweeping, vacuuming, dusting and cleaning the bar area.

- Mixing ingredients according to drink recipes.

- Report to the bar manager and potential and real hazards.

- Identifying customers who are getting too intoxicated and then taking measures to stop them from getting to drunk.

- Washing out ice buckets.

- Balancing up all till receipts.

- Enquiring with customers if they would like any more drinks.

- Cleaning out the fridge.

- Interacting with guests and engaging them in casual conversation.

- Mopping up the bar floor.  
 

**Call Centre Telephone Operator**

**Comdata, WIND ITALY**

**September 2012 to June 2013**

Main duties:

- Answer phones and customer requests and complaints in an efficient manner

- Transfer calls to appropriate place

- Report to supervisor with any problems or suggestions to better work atmosphere

- Assist customers in a timely manner to avoid long waiting times

- Calm frustrated or upset customers by providing excellent and friendly service  
  
   
**Bartender/ Waiter**

**El Gato Negro, Constanta (Romania)**

**October 2011 to July 2012**

Is a coffee lounge with a capacity of 60 people.

Main duties:

- Note orders and serve coffee, food, and beverages in a timely fashion.

- Make coffee using many brewing methods such as pour over, espresso and cold brew.

- Open and close the coffee station.

- Assist in menu setting and determining coffee types.

- Communicate with customers, note their preferences and take feedback.

- Perform cashiering in addition to inventory handling tasks.

- Monitor wastage and record consumption of items.

- Maintain cleanliness of counter and bar.

**Sales assistant**

**PIERLUIGI CASOLLA**

**Via Luca Giordano, 109, 80128 Napoli, Italia**

**June 2011 to September 2011**

Main duties:  
 -Ensuring shop floor was kept in immaculate condition and displays were maintained to highest level

-Welcoming staff and providing confident and knowledgeable advice

-Processing cash and card transactions

-Daily reporting to the retail manager

-Cleaning, tidying and carrying out stock rotation for next day

**EDUCATION**

**Diploma in Biology**

COLLEGE MIHAI EMINESCU

Constanța

September 2004 to June 2008

**SKILLS**

**Microsoft Office (10 years), Complaint Handling Champion (1 year)**

**CERTIFICATES & MEMBERSHIPS**

* Food safety (Level 2)
* Fire Training
* General Fire Training
* Manual Handling
* Health and safety (Level 2)
* First Aid at work 2016

**AWARDS**

* Nominee at **Empolyee awards for Excellence 2016**

Outstanding Reception Team or Individual

* **Employee of themonth (Holiday Inn)**

February 2017

* **Employee of the quarter (Holiday Inn)**

January 2017

**ADDITIONAL INFORMATION**

I am a friendly, professional and helpful person. I am able to multitask, and **I love delling with people**. I am fast larner and adaptable. I am an enthusiastic, self-motivated, reliable, responsible and hard working person.