**Vasile Iulian Andrei**

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**Phone number:** 07340558417  
**Address:** Staff House, Marlborough Rd, Swindon, SN3 6AQ

**Date of birth:** 22.01.1988

**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. I am an enthusiastic, self-motivated, reliable, responsible and hardworking person.

**CERTIFICATES & MEMBERSHIPS**

* Food safety (Level 2)
* Fire Training
* General Fire Training
* Manual Handling
* Health and safety (Level 2)
* Duty Manager Training
* Team coach training

**EDUCATION**

* **I.N. Roman High school**, Constanta (Romania)

**EMPLOYMENT**

**Restaurant Team Leader -** Holiday Inn Swindon SN3 6AQ

**11.11.2017 to present**

* Supervised other staff during shifts.
* Prepared all documentation, including daily checklists.
* Ensured cleaning tasks were completed to maintain a clean and sanitary environment.
* Handled customer complaints.
* Monitored order-taking and food turnaround times.
* Ensured waitstaff did suggestive sellling of desserts and appetisers.
* Supervised end-of-shift cash drawer counts.

**Night Auditor –** Holiday Inn Slough Windsor - SL1 2NH

**01.05.2017 – 01.09.2017**

* Verify and balance daily charges for all departments to customer folios, master accounts and house accounts; make corrections as necessary in accordance with company policy
* Run computer through nightly processing sequence to reset for next day’s use in balancing of applicable functions
* Audit food and beverage income posting and charges
* Audit room revenue and other income
* Review all credit card vouchers for proper imprints, authorizations, and correct amounts
* Process all city ledger work to accounting
* Adhere to hotel policies and procedures
* Keep immediate supervisor promptly and fully informed of all problems or unusual matters of significance
* Perform night clerk duties as Guest Service Representative in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position

**Waiter and Bartender –** Holiday Inn Slough Windsor

**15.03.2016 – 01.05.2017**

* Good communication and liaise with team members and other areas of operation
* Take action to solve problems quickly
* Always helpful and aware of any special requests (allergy, vegetarian etc.)
* Assist with stock takes as advised by my line manager
* Ensure excellent and professional client service at all times
* Ensure all the service equipment used is kept clean to the highest standards
* Taking orders and delivering the food and beverage to customer as quickly as possible on very busy environment.
* Successfully complete my Health & Safety, Food Hygiene and Fire Regulations.
* Be courteous and helpful to my colleagues at all times

**Key Achievements**:

* Bringing the Holiday Inn Slough Windsor In the Top 10 Kewgreen Hotels

by increasing the quality of the service provided in the past year.

**Administration department manager -** Virtual Arena Games, Romania

**15.09.2012–15.03.2016**

* Manage scheduling of staff
* Work with staff and management to provide excellence in customer services
* Ensure proper employee training
* Resolve issue related to both staff and customers
* Provide assistance in the event of an employee being absent
* Manage all paperwork and cash duties

**Bartender -** Perla Majestic Resort Hotel, Constanta (Romania)

**01.05.2012–15.09.2012**

* Take all the orders from customers
* Mixed ingredients to prepare cocktails and other drinks
* Providing beer, liquor and wine in bars and managing the customers
* Displayed excellent customers service at all times
* Always checked customers IDs to make sure they met age requirements for alcohol
* Gathering cash of correct amount from the customers and managing the inventory as well

**Bartender -** Kuydo Coffee-Lounge, Constanta (Romania)

**01.09.2010–01.05.2012**

* Prepare and Serve drinks and beverages as wine, bottled or draft beer, spirit liquors.
* Serve cocktails and mix drinks or flavors for mixed drinks.
* Use cash registers and balance cash register, calculate monetary exchange.
* Ensured that beverage counter and food serving areas are constantly clean.

**Waiter -** Bavaria Blu Hotel, Constanta (Romania)

**01.06.2009–01.09.2009**

* Greeting guests from different nationalities and escorting them to their tables.
* Ensuring that clean table linen, clean glasses and appropriate cutlery is laid and ready.
* Being observant of and offering assistance to, any customers with special needs, e.g disabilities, dietary needs, families with children etc.
* Clearing tables promptly, to ensure that during busy times queues are kept to a minimum.
* Prepare and organize coffee breaks and lunches for meeting.

**Waiter -** Dacia Sud Hotel, Constanta (Romania)

**01.05.2008–01.10.2008**

* A la carte restaurant
* Table setup
* Drinks and food service
* Preparing the bill

**LANGUAGES:**

❖ **ENGLISH** – Advanced knowledge writing, reading and speaking

❖ **ROMANIAN** – Native

**PERSONAL INTERESTS**

Ienjoy walking, swimming, football, going to the Health club and Cinema

**REFERENCES**

References are available on request.