PERSONAL INFORMATION Bogdan Mircea Bijinschi

Rozelor, 72, 310220 Arad (Romania)



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Skype bogdan bijinschi



Sex Male | Date of birth 09/06/1981 | Nationality Romanian

WORK EXPERIENCE



01.04.2018-17.10.2018 Hotel manager

Avalon Waterways-River Advice

Oversee the operations functions of the hotel, as per the organizational chart, hold regular briefings and meetings with all head of departments, ensure full compliance to hotel operating controls, SOP’s, policies, procedures and service standard’s, lead all key property issues including capital projects, customer service and refurbishment, handling complaints, and oversee the service recovery procedures, manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded, coordination with HOD's for the execution of all activities and functions.

04/06/2011–10/11/2017 General manager of restaurant

Viking Cruises AG, Basel (Switzerland)

Accepting and inspecting deliveries, placing orders and taking inventory in cooperation with the hotel manager. Supervising the costs and adhering to the budget, adhering to and inspecting quality and hygiene standards in accordance with USPH, HACCP.

Organizing, managing and motivating the service and bar crew, supervising the costs and adhering to the budget, accounting the transacted sales ensuring smooth communication between the departments.

01/06/2009–08/04/2011 Head Waiter

Azamara Club Cruises, Azamara Journey, Miami, FL 33132, 1050 Caribbean Way (United States)

The head waiter is responsible to achieve the highest level of guest satisfaction in terms of food presentation and service execution. Responsible for assistant waiters, waiters, cafe attendants, mess attendants, room service attendants, and snack attendants, members of the restaurant services department are in charge of cleaning and setting up tables, explaining menus, preparing food stations, taking orders, serving food and beverages, and performing other tasks in all restaurant venues around the ship while acting in a courteous, friendly, and professional manner.

2008–2009 Trade agent

Unix Auto Romania, Arad (Romania)

Responsible for the transacted sales, delivering orders according to schedule. Increase the level of sales delivering high standards.

2007–2008 Head Waiter

Carnival Cruise Lines, Miami, FL 33178 (United States)

Supervises service on designated area , service on the assigned station in the restaurant providing food and beverage service to the guests.

2006–2007 Assistant Manager

Brewers Fayre Mayflower, Harwich CO120NX (United Kingdom)

Responsible for restaurant, motivating and training the team, taking ownership of specific business areas, stock control and schedule.

anagement meetings for best practice on sales and profit.

2003–2005 Team Waiter

Carnival Cruise Lines, Miami, FL 33178 (United States)

Responsible for service, taking orders and deliver food and beverage to the guests uplifting the dining

EDUCATION AND TRAINING 20/04/2017–29/04/2017

2011–2014

21/07/2003–29/07/2003

03/05/2004–09/06/2004

01/05/2006–08/05/2006

01/05/2006–09/05/2006

experience by making menu recommendations answering questions and sharing additional information with the supervisors.



Wset Level 2 Award in Wines and Spirits Level 2

International Wines and Spirit Centre, London (United Kingdom)

* How wine is made
* What factors influence wine style
* The key white and black grape varieties and their characteristics
* The important wine-producing regions of the world in which these grapes are grown
* The production of sparkling, sweet, and fortified wines
* Label terminology
* Food and wine pairing principles
* The principal categories of spirits and liqueurs, and how they are made
* How to describe wine using the [WSET Level 2 Systematic Approach to Tasting Wine® (SAT)](https://www.wsetglobal.com/media/2491/level-2-wines-sat-english-2014.pdf)



Management

University Spiru Haret, Brasov (Romania)

Operational management, management of production, business management, quality management.

English language evaluation

Corporate training Carnival College

Certificate of completion restaurant college

Corporate training Carnival College

Food hygiene certificate

Certificated by the Royal institute of Public Health, Harwich (United Kingdom)

Health and safety certificate

Certificated by the Royal institute of Public Health, Harwich (United Kingdom)

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| 10/04/2014–25/04/2014 | Certificate of excellence Maitre'D Hotel | | |  |  |
|  | Viking College |  |  |  |  |
| PERSONAL SKILLS |  |  |  |  |  |
| Mother tongue(s) | Romanian |  |  |  |  |
| Other language(s) | UNDERSTANDING | | SPEAKING | | WRITING |
|  | Listening | Reading | Spoken interaction | Spoken production |  |
|  |  |
| English | C2 | C2 | C2 | C2 | C1 |
|  |  |  |  |  |  |
| Italian | B1 | A2 | A2 | A2 | A1 |



Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

[Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr)

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Curriculum vitae Bogdan Mircea Bijinschi

Communication skills

Organisational / managerial skills

Digital skills

Very good communication skills gained through my experience in the hospitality industry.

The written communication is a major component of professional presentation, most important in my role is vocal tonality, eye contact, body language understanding the need of my guests.

Listening is most important being able to show courtesy and take complaints as a gift, once aware of a situation it can be done with greater results rather then my guests leaving unhappy.

Always showing confidence, empathy, respect, giving and receiving feedback.

For me organizational behavior skills are a combination of psychology, sociology that helps me solving employee conflict. Building a positive work attitude and productive behavior to avoid conflicts before they start.

Analyzing influences, viewing each individual as a part of a whole, what makes the team tick and haw their perception affect the work place attitude, finding the best in every crew member, separating good and bad behavior from the person and using this as a development tool.

Being able to understand what my team wants i can set a goal and reward performance.



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|  |  | SELF-ASSESSMENT |  |  |
| Information | Communication | Content | Safety | Problem |
| processing | creation | solving |
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Proficient user  Proficient user  Independent user  Independent uDigital skills - Self-assessment grid