Ciuca Andrei Daniel

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Nationality- Romanian

Date of birth- 10.03.1988

# Desired employment / Occupational field

Casino,

Food and Beverage, Bar Management, Head Bartender

Management

Hospitality

# Education and training

Dates: 15/09/2007- 20/08/2011

University Spiru Haret, Faculty of Law and Public Administration

Dates: 15/09/2004 - 15/06/2007

Baccalaureate

College: Ion Creanga

5 Oitelor Bucuresti, Romania

# Level in national or international classification

Level 4

# Personal skills and competences

Mother tongue(s): Romanian

Other language(s): English

# Social skills and competences

Good ability to work in a multicultural environment

Team Spirit

Good understanding of Hotel Environment

Very Good communicator

Wiling to learn more, ready for new challenges’

Good organiser and good motivated person

The ability to adapt to any situations

I’m also used to used to work in team and to offer my knowledge and skills to

Get the best results and to solve problems.

# Organizational skills and competences

Sense of organization

Leadership

Excellent planning skills with great attention to detail and ability to prioritize work.

Able to organize tasks in a team

Able to train and motivate colleagues and meet dead lines

# Driving licence

Yes

# Computer skills and competences

MacOsx Micros

Windows Opera

Office(Excel, Word, PowerPoint) Oracle

Photoshop Aloha!

# Work experience

From 18/09/2019-Present

**Marriott hotel**

**St Pierre Park, Chepstow, UK**

**Supervisor Conference and banqueting**

To ensure that each guest of the hotel receive the best service possible.

To be proactive in the initiating of systems to ensure ever increasing levels of customer service are delivered.

Supervising daily shift operations and ensures compliance with all F&B policies, standards and procedures.

Dealing with any customers' queries, requests and complaints, referring any outside your area of responsibility to the C&B Manager.

To ensure 100% training compliance is achieved across the department.

To ensure menus and information are correct prior to the function starting time

Supervising staffing levels to ensure that guest service, operational needs and financial objectives are met.

Interacting with guests to obtain feedback on product quality and service levels; effectively responds to and handles guest problems and complaints. Carry out staff briefings

Training staff and monitors adherence to all cash handling and credit policies and procedures.

Do bar training with new people. Do bar stock weekly. Make sure bar is ready before every events.

Twice a week a do a duty manager shift. Delegate the fire investigators, fire marshal, first aid person, complete twice the property tour to make sure everything is normal, dealing with all complains and all situation.

In holiday time of my manager i oversee the running of full department, managing the team and ensure they provide a pleasant customer experience.

Dealing with all administrative tasks, train the team for all the changes in industries, check the inventory, dealing with complains, teaching the associates for customer skills, better organizing the work.

Working with the team for numerical abilities, physical stamina, working very close with my manager for better results in budget and payroll.

I fallow the personal development plan together with my manager.

Focus on ESS and find solution to improve the score.

Achieve to be on top of the hotel regarding good feedback from guests.

Together with events team we put St Pierre on top of venue places in Wales.

I was involve in different project like memories made, refurbish and plan the bar area, cocktail competition,

From :

01/02/2018-30/08/2019

**Royal Caribbean international**

**Miami, Florida, USA**

**Bartender**

My responsibility as a bartender was to prepare the bar to be ready for service time. Do a bar stock every week. Prepare the cocktails and all drinks for main restaurant. Ensure a good communication with the guest. Entertain the guest by making drinks together with them. Attend at all training to improve knowledge’s about different culture different approach and to improve bartending skills.

From :

09/01/2017-10/01.2018

**Celtic Manor Resort**

**Newport, UK**

**Coldra Woods, Caerleon**

**NP20 6HE**

**Head Bartender in Signature Lounge and Steak Restaurant**

Responsibility as a Head Bartender in Signature Lounge and Steak Restaurant is to supervise and coordinate the other employees working in a bar. To create a signature cocktail for customer every day to prepare drinks and testing new recipes ensuring that all associates are aware about new items.

To organize all the bar make all the drinks for the guest. Manage the waiters to go to the table and taking orders, greeting the guest, making all the requisition necessary for the lounge and Steak on Six Restaurant, make the bar stock and wastage every month and send the report every night to manager.

Organize the team every night, check the rota and the forecast, briefing the team before service.

I done training in Chase Distillery( how is vodka and gin made, how to mix them and how to present the drinks), training in Penderyn Distillery( learn about whisky, best serving, all process about making whisky) and Jim beam training about bourbon and all the product from the brand.

I’ve been chosen to represent the resort in Buckingham Palace and make signature cocktails for 300 VIP guests.

From :

17/08/2016-07/01/2017

**The Mount Hotel**

**Wolverhampton, UK**

**Mount road 4, Wolverhampton**

**WV6 8HL**

**Team leader restaurant and banqueting**

My responsibilities as an F&B team leader is to coordinate and train all the team, keep a briefing to the team, make sure the service is in standards.

Taking care of meeting and conference, setting up of tables, setting coffee breaks, taking care of lunch.

Organize the wedding and serve the wedding breakfast.

Working in bar as a head bartender.

Serve the dinner in Drawing room which is a restaurant with 2 rosette.

From :

20/07/2011-20/06/2016

**Tivoli Hotel**

**Copenhagen, Denmark**

**Arni Magnussen 2-4, Copenhagen**

**Denmark**

**Breakfast Cook and Banqueting**

Organize all breakfast, American, Continental, Executive breakfast with a la card service and Healthy breakfast on daily basic from the opening to closing.

Work together with executive chef and college to maintain and implement the new standards for the breakfast according with the Policy of the hotel

Maintain Health and safety regulation for Kitchen on work place

Cook and organize the buffets for conference and events, and the Sunday brunch

Learn new menus and recipes

Work together with all colleagues, being a good team player,

Learn more about Tivoli Brand

Facing every day new challenges

From:

01/02/2011-02/07/2011

**Marriott Hotel Copenhagen**

**Kalvebod Brygge 5 DK 1560, Denmark**

**Waiter restaurant and banqueting**

My responsibilities as an F&B assistant involved setting up of tables, meeting and greeting guests, up-selling food and drinks and clearing of tables.

Waiter- Breakfast 300 guests every morning in Midtown Grill Restaurant

Serving in the Bar –second outlet of restaurant

Restaurant- Lunch for groups and hotel guest

Banquet –helping for conference and lunch, serving dinners for groups, set-up rooms for next day meetings

Learning Marriott tools and standards,15 min training, in the beginning,

Respect and improve service standard being interest in self development are and apply a team work

Focusing on customer service

Banquet-Prepare and organize the Audio Visual for the next day meetings with the supervisor AV

From:

10/04/2007 - 01/04/2010

**Regent Casino**

**37street Calea Victoriei, Bucharest Romania**

**Croupier**

Games: Texas Holdem, Omaha, Ultimate Texas Holdem. Three cards Poker, Black jack, 5 Cards Poker, American Roulette.

1 years Special training casino school

2 years experience on the floor in live gaming

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| Baccalaureate |