

PERSONAL INFORMATION

Viola Fontanella



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Date of birth 27/11/1991 | Nationality Italian

WORK EXPERIENCE

April 2017 – Now Chef de Rang - Into “Sette Mari” Italian Restaurant

Regent Seven Seas Cruise - 6 Stars Cruise line

- Professional welcoming and sales orientated service in restaurant, bar, lounge and on the sundeck
- Ensuring highest level of cleanliness within restaurant, bar, pantry, lounge, sundeck in accordance with USPH standards
- Ability to effectively and professionally deal with internal & external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and resolve conflict.
- Inventory according to company procedures, correct storage of stock; establishing of par levels

Hospitality

December 2012 to October 2016- Receptionist

San Sicario Majestic, Sibari Green Village, Calaserena Village, Serenè Village - Blueserena S.p.a, resort 4 Stars

- Check in ,Check out, accounting hotel, housekeeping, management guest
- Answering all incoming calls,e-mails and impersonal inquiries and forwarding them to the appropriate parties.
- Coordinating messenger and courier services
- Coordinating meeting room schedules and bookings.
- Performing searches and providing information.
- Filing and organizing paper and electronic document like emails, invoices, report and other administrative records
- Operating system: Sinfonia

EDUCATION AND TRAINING

Sept 2005 - July 2011

Humanities Diploma

Europa Unita - Chivasso, Italy

- Sociology, Psychology, Pedagogy

PERSONAL SKILLS

Mother tongue(s) Italian

Other language(s)

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
English C1	B2	C1	B2	B2

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

Communication skills

Team spirit, good ability to adapt to multicultural environments, gained through sport experiences and travel that made me compare with different cultures.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Levels: Basic user - Independent user - Proficient user

ECDL - European Computer Driving Licence

- good command of office suite (word processor, spread sheet, presentation software)
- good command of Sinfonia eFidelio [Driving](#)

Licence

A1, B

