



CATHERINE D. PIANO

WAITRESS/ CASHIER

CONTACT:

Address: Ludbreska Ulica 37, Tresnjevka Zagreb City
No. +385 958154518
Email: ythac.291724@gmail.com

EDUCATION:

TRAINING COURSE: CAREGIVING

School: Filisian Institute- Kingdom of Bahrain

COLLEGE:

Course: Associate Computer Science

STI- College, Gen. Luna St.
Iloilo city, Philippines

SKILLS:

- ✓ Cash handling, POS and Phone skills.
- ✓ Product knowledge and upselling
- ✓ Skilled in relevant computer applications(MS word, Excel and PowerPoint)
- ✓ Multi- Tasking

TRAINING & CERTIFICATE:

HACCP TRAINING- LEVEL 2 (BASIC FOOD AND SAFETY IN CATERING)
24th April 2019

STANDARD OPERATING PROCEDURE & FINANCE POLICY PROCEDUR
25th September 2018

BASIC LIFE SUPPORT-BLS PROGRAM-(CPR AND AED)
King Hamad Univirsity Hospital
By: American Heart Association
07th October 2022

CAREER OBJECTIVE:

Hardworking eager to work in any vacant position, that suits in my qualification and where I can apply my 12years work experience and skills in restaurant and hotel industry, that I can grow along with the organization and will give me a chance to be part of the team.

EXPERIENCE:

WAITRESS

Izakaya Restaurant-(Michelin Japanese Resto)

BUSHIDO D.O.O

Zagreb City, Croatia

04 June 2025- PRESENT

- Giving the excellent snd satisfaction of service to the guest.
- Explaning food menu and beverage, giving a good presentation of drinck and dishes to the guest.
- Basic Knowledge of wine and wine presentation to the guest.
- Taking order, self-cashering, knowledgeable to used orderman and closing cash register.

WAITRESS

Olliva Restaurant
Maslinica Hotel & Resort D.O.O
Rabac, Istria Croatia
May 20,2023 to Present

- Delivering excellent standards of service in a friendly and professional manner to the guests.
- Handlles Cashiering duties efficiently without any sales discrepancies.
- To seat guests offering them menus, drinks and providing explanations of the menu when required.
- Ensuring the restaurant environment is always maintained and cleaned to a high standard both during and after service
- Preparing Drinks order like Cappucino,Espresso, Cocktail and Mocktail drinks.

SENIOR WAITRESS

Café Marisol-Al Bander Hotel and Resort
Riffa, Kingdom of Bahrain

July 08,2017 to Present

Achievement: Promoted from waitress to Senior Waitress

- Supervising junior team members. Motivating the team to achieve organizational goals.
- Support the Supervisor in the smooth running of the section.
- Delivering excellent standards of service in a friendly and professional manner to our guests.
- To assist in set up of the restaurant before opening hours, ensuring all required items are stocked and ready.
- To seat guests offering them menus, drinks and providing explanations of the menu when required.
- Ensuring the restaurant environment is always maintained and cleaned to a high standard both during and after service
- **Cashiering duties:** Responsible for collecting the credit receipt, city ledger receipt, to print revenue reports and upload the credits reports. To secure the financial asset by checking the consolidated sales report in POS.

HEAD WAITRESS

Tche- Tche Café and Restaurant

Amwaj Island, Kingdom of Bahrain

2014- February to 2017- June

Achievement: Promoted from waitress to Head Waitress

- Had a basic knowledge in barista such us Café latte, Cappuccino, espresso and etc.
- Resolve customer complaints and issues.
- Inventory, stock and ordering.
- Schedule efficiency floor coverage to meet the guest demand. To ensure the complete Table set up, Stock items and cleanliness of the dining area.
- **Cashiering duties:** Responsible for collecting the credit receipt, city ledger receipt, to print revenue reports and upload the credits reports. To secure the financial asset by checking the consolidated sales report in POS.

WAITRESS

Al Bander Hotel and Resort

Riffa, Kingdom of Bahrain

2012- May to. 2013- Dec

- Had a basic knowledge in barista such us Café latte, Cappuccino, espresso and etc.
- To ensure total guest satisfaction. Punching the guest order and billing.
- Responsible for clearance in the table and table set up, Buffet set up and Event table set up if there's an event. Providing courteous and efficient Service to the guest and to ensure the guest satisfaction. (Like Smile and Greet, assisting the guest, taking orders and serving the Foods and Beverage with a smile. Preparing condiments and cutlery)

SENRIOR CASHIER

Jollibee Corporation

La Carlota City, Neg. Occ., Philippines

2007 Feb - to. 2008- Aug

Achievement: Promoted from Cashier to Senior Cashier

- To ensured customer satisfaction, Greet the Customer with a smile and eye to eye contact, order taking, do suggestive selling, handling Cash register, assembled the order.
- Assembled the order from cold to hot items.
- Data encoding: Crew man hours every 15th and 30th of the month, encoding all daily expenses and sales monitoring. Filling and to keep all documents of 201 files of staff, suppliers billings, invoice receipt and cheque payment records for the suppliers.
- Responsible for daily sales, bank deposit, and changing money for the counter. Responsible for collecting the credit receipt, city ledger receipt, to print revenue reports and upload the credits reports.
- To secure the financial asset by checking the consolidated sales report in POS.