

Kristina Melkumian

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Specialist's Degree in International Relations

Ivanovo State University, Ivanovo, Russia

2012

LANGUAGES

English (Advanced)

French (Upper-Intermediate)

Russian (Native)

WORK EXPERIENCE

Restaurant Yakitoria, Moscow

2013-2023

Restaurant Manager

- Ensuring smooth and efficient daily operations.
- Recruiting, training, scheduling, supervising, and conducting regular performance reviews for all front-of-house staff.
- Monitoring financial performance, budget, KPIs, implementing cost-control measures and driving revenue growth initiatives.
- Maintaining high standards of food quality, presentation, and customer service at all levels.
- Interacting with customers, including foreigners, to enhance their dining experiences.
- Handling customer complaints and feedback professionally and effectively.
- Overseeing inventory levels, ordering processes and ensuring relationships with suppliers and vendors are maintained professionally and positively.
- Executing location-specific promotional and marketing strategies along with contributing to the execution of the restaurant's strategic plan.
- Promoting a collaborative work environment.

Restaurant Yakitoia, Moscow

2011-2012

Kitchen helper (Evening shift)

- Assisting with food preparation tasks such as peeling, chopping, and dicing ingredients.
- Replenishing condiments and other supplies at tables and serving areas.
- Packaging take-out food.
- Serving customers at counters or buffet tables.
- Ensuring the kitchen is clean and sanitized at all times.
- Helping with inventory control and notifying management of low inventory items.
- Assisting with the cleaning and organization of kitchen appliances, utensils, and cooking equipment.
- Ensuring compliance with food hygiene and Health and Safety standards.