**GRATSOUNIDIS CHRISTOS**



**PERSONAL DETAILS**

Gratsounidis Christos

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Nacionality: Greek

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**PERSONAL STATEMENT**

A Tourism Management and Marketing graduate from National and Kapodistrian University of Athens. Having a track record of

maximizing guest satisfaction and profitability whilst maintaining high standards

of food and service and also present a positive and fashionable image of the

business. Extensive knowledge of the hospitality industry, it’s working practi

ces, recruitment, pay, conditions of employment and diversiity issues.

Now looking for a new and challenging managerial position, one which will make

best use of my existing skills and experience, adding even more.

**WORK EXPERIENCE**

**“Casa Cook Mykonos” 5\* Resort, Mykonos, Greece**

Food & Beverage Manager April 2022 – Present

* Ensuring the highest standards of food and beverage service.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Communicating with the kitchen staff to ensure efficient food service.
* Responsible for the ordering of the wines and bar ingridients from the suppliers.
* Advising customers on wine selection.
* Overseeing client bookings & reservations.
* Ability to create a great atmosphere & be an inspirational host.
* Pre-opening experience.
* Responsible for the creation of the wine and cocktail lists.

**“La Scala” Italian – Mediterranean Restaurant, Spetses, Greece**

Restaurant Manager June 2021 – March 2021

* Ensuring the highest standards of food and beverage service.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Communicating with the kitchen staff to ensure efficient food service.
* Advising customers on wine selection.
* Overseeing client bookings & reservations.
* Ability to create a great atmosphere & be an inspirational host.

**“La Scala” Italian – Mediterranean Restaurant, Spetses, Greece**

Captain July2020 – September 2020

* Ensuring the highest standards of food and beverage service.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Communicating with the kitchen staff to ensure efficient food service.
* Advising customers on wine selection.
* Overseeing client bookings & reservations.
* Ability to create a great atmosphere & be an inspirational host.

**“Kivotos Boutique Hotel” (Luxury Boutique Of The World) 5\* Resort, Mykonos, Greece**

Maitre D’ Hotel May 2019 – October 2019

* Ensuring the highest standards of food and beverage service.
* Overseeing client bookings & reservations
* Communicating with the kitchen staff to ensure efficient food service.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Advising customers on wine selection.
* Keeping control of food and labour costs.
* Liaising with the Head Chef to discuss and develop the buffet.

**“Globales Montemar” (Globales Hoteles) 4\* All Inclusive, Ibiza, Spain**

Food And Beverage Manager May 2018 – October 2018

* Ensuring the highest standards of food and beverage service.
* Overseeing client bookings & reservations
* Communicating with the kitchen staff to ensure efficient food service.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Advising customers on wine selection.
* Keeping control of food and labour costs.
* Liaising with the Head Chef to discuss and develop the buffet.

**“Kivotos Boutique Hotel” (Luxury Boutique Of The World) 5\* Resort, Mykonos, Greece**

Restaurant Manager May 2017 – October 2017

* Ensuring the highest standards of food and beverage service.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Communicating with the kitchen staff to ensure efficient food service.
* Advising customers on wine selection.
* Overseeing client bookings & reservations.
* Ability to create a great atmosphere & be an inspirational host.
* Private fine dining service.
* Butler service

**“Kivotos Boutique Hotel” (Luxury Boutique Of The World) 5\* Resort, Mykonos, Greece**

Captain June 2016 – October 2016

* Ensuring the highest standards of food and beverage service.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Communicating with the kitchen staff to ensure efficient food service.
* Advising customers on wine selection.
* Overseeing client bookings & reservations.
* Ability to create a great atmosphere & be an inspirational host.
* Private fine dining service.
* Butler service.

**“Ling Ling by Hakassan” Modern–Authentic–Cantonese Cuisine Mykonos, Greece**

Head Waiter March 2016 – May 2016

* Knowledge of the menu, beverage, spirits, wines.
* Basic culinary and sanitation skill.
* Ensuring the highest standards of food and beverage service.
* Advising customers on wine selection.
* Fine Dining Service Style.

**“Myconian Collection (Leading Hotels Of The World)” 5\* Resort, Mykonos, Greece**

Assistant F&B Manager and Head Waiter April 2015 – October 2015

* Ensuring the highest standards of food and beverage service.
* Keeping control of food and labour costs.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Communicating with the kitchen staff to ensure efficient food service.
* Advising customers on wine selection.
* Liaising with the Head Chef to discuss and develop the menu.
* Overseeing client bookings & reservations.
* Organizing the daily and weekly rotas for the Restaurant’s staff.
* Ability to create a great atmosphere & be an inspirational host.

**“Cookoovaya” Creative-Modern-Greek Restaurant, Athens, Greece**

Captain November 2014 – March 2015

* International service styles: silver, plated and side table service.
* Knowledge of the menu, beverage, spirits, wines.
* Basic culinary and sanitation skill.
* Ensuring the highest standards of food and beverage service.

**“Myconian Collection (Leading Hotels Of The World)” 5\* Resort, Mykonos, Greece**

Assistant F&B Manager and Head Waiter April 2014 – October 2014

* Fine Dining Service Style.
* Ensuring the highest standards of food and beverage service.
* Keeping control of food and labour costs.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Communicating with the kitchen staff to ensure efficient food service.
* Advising customers on wine selection.
* Liaising with the Head Chef to discuss and develop the menu.
* Overseeing client bookings & reservations.
* Organizing the daily and weekly rotas for the Restaurant’s staff.
* Ability to create a great atmosphere and be a inspirational host.

**“Alatsi” Mediterranean Restaurant, Athens, Greece**

Captain November 2013- April 2014

* International service styles: silver, plated and side table service.
* Knowledge of the menu, beverage, spirits, wines.
* Basic culinary and sanitation skill.
* Ability to create a great atmosphere and be a inspirational host.

**“Myconian Collection (Leading Hotels Of The World)” 5\* Resort, Mykonos, Greece**

Room Service Manager April 2013 – October 2013

* Keeping control of food and labour costs.
* Having an in depth knowledge of all menus.
* Organising the daily and weekly rotas for the Room service’s staff.
* Advising customers on wine selection.
* Responsible for recruiting, training & developing staff.

**“Agosto” Italian – Mediterranean Restaurant, Ios, Greece**

Head Waiter June2012 – September 2012

* International service styles: silver, plated and side table service.
* Communicating with the kitchen staff to ensure efficient food service.
* Ensuring the highest standards of food and beverage service.
* Knowledge of wine and service.

**“Ios Palace Hotel And Spa” 4\* Hotel, Ios, Greece**

Head Waiter April 2012 – October 2012

* International service styles: silver, plated and side table service.
* Knowledge of the menu, beverage, spirits, wines.
* Basic culinary and sanitation skill.
* Ability to create a great atmosphere and be a inspirational host.

The work expirience I have gained throughout the years was build upon the fundamentals of a team-based culture which involved planning,organization,coordination and commitment.

**INTERESTS**

**Leadership**: Project leader for the final Tourism Management And Marketing project, where my planning and organization skills came to the fore.

**Sports:** I believe a health body is the key to a focused mind. Enjoy handball and aesthetic gym, which require a high level of dedication and motivation.

**Living Life:** We only get one shot at this life, so I am to get the most out of it. I love trekking and travelling to different countries all around the world. Have recently returned from Thailand.

**SKILLS**

**Computing:** ECDL Advanced

**Languages:** Greek (Mother Language)

English (Graduate of Michigan College)

Spanish (Graduate of Spanish Language and Literature of N.K.U.A)

Italian (Obligatory Class at University)

Portuguese (Optional Class at University)

**Driving:** Clean driving license.