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| **PERSONAL INFORMATION** |  |   |  |
|  |  |   |  |
| Name |  |   | **Panda Skandeva** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Height  |  |   | 164 sm |
| Weight |  |   | 51 kg |
|  |  |  |  |
| Status |  |   | Single |
| Date of birth |  |   | 29 of December, 1987 |
|   |  |   |  |
|  |  |  |  |
| **WORK EXPERIENCE** |  |   |  |
|  |  |   |  |
| • Dates (from – to) |  |   | January 2014 – Present |
| • Name and address of employer |  |   | “Movenpick Hotel West Bay Doha” P.O. Box 22752,  |
| • Type of business or sector |  |   | 5-Star Business Hotel |
| • Occupation or position held |  |   | Receptionist |
| • Main activities and responsibilities |  |   | Meeting and greeting clients, Deliver excellent customer service, at all times, Assist in keeping the hotel reception area clean and tidy, at all times, Fulfil all reasonable requests from guests to ensure their comfort, satisfaction and safety,Be responsible for evacuation, in cases of emergency, acting as first point of contact for guests and the emergency services, Administer all reservations, cancellations and no-shows, in line with company policy,Directs visitors by maintaining employee and department directories with giving instructions, Issuing visitor badges, Check-in and Check-out |
|  |  |   |  |
| • Dates (from – to) |  |   | May 2013 – November 2013 |
| • Name and address of employer |  |   | “Bodrum Dans Kulubu”  |
| • Type of business or sector |  |   | International Bodrum dance festival |
| • Occupation or position held |  |   | Supervisor |
| • Main activities and responsibilities |  |   | Promote the festival, seling tickets, interactive work with the people and give information about festival, work in a team with people from 30 different country, take a part from dance show performance |
|  |  |   |
|  |  |  |
|  • Dates (from – to) |  |   | Mart 2012 - January 2013 |
| • Name and address of employer |  |  | “Mountain House Lodge”  |
| • Type of business or sector |  |  | Hotel |
| • Occupation or position held |  |  | Guest relation Officer |
| • Main activities and responsibilities |  |  | Giving each guest a personal recognition, Meets and greets the guests and bids them farewell as they leave, Reviews the arrival list daily and assists in preparing and distributing welcome amenities,escort VIPs to their rooms and check them in before their arrival, Attends promptly to customers' inquiries and assists them with their needs,When it comes to complaints we allow guests to speak first and then provide solutions to their issues or concerns, Promotes all the facilities of the hotel and knows the surrounding areas when asked for directions. |
|  |  |  |  |
| **EDUCATION AND TRAINING** |  |   |  |
|  |  |   |  |
| • Dates (from – to) |  |   | September 2006 - September 2011  |
| • Name and type of organization  |  |   | Ss. “Cyril and Methodius” University Skopje, Faculty of Law Justinijan I, |
| providing education and training |  |   | Department Legal Studies |
| • Principal subjects/occupational  |  |   | Constitutional right, Criminal Law, Civil Law, Public international Law, Economy |
| • Title of qualification awarded |  |   | M-r Criminal Law |
| • Level in national classification  |  |   | Master degree  |
|  |  |  |  |
| • Dates (from – to) |  |   | September 2002 - May 2006 |
| • Name and type of organization  |  |   | Gymnasium  |
| providing education and training |  |   |  |
| • Principal subjects/occupational  |  |   | Basic Law, Logic, Psychology, Ethics |
| • Title of qualification awarded |  |   | Low Technician  |
| • Level in national classification  |  |   | High School |
|  |  |   |  |
| **PERSONAL SKILLS** |  |   |  |
| **AND COMPETENCES** |  |  Ambitious, hardworking, team worker, patient, friendly, kind, compassionate, working under pressure, dealing with different nationalities, hard worker, dedicated, flexible, open for new experience and knowledge, responsible, adaptive to different jobs and places |  |
|  *Acquired in the course of life and*  |  |   |  |
|  *carerr**but not necessarily covered by formal* |  |    |  |
|  |  |   |  |
| **MOTHER TONGUE** |  |   | Macedonian |
|  |  |   |  |
| **OTHER LANGUAGES** |  |   | English Serbian Croatian Bulgarian  |
|  *Indicate level: excellent, good, basic.* |  |   |  |
| • *Reading skills* |  |   |  Excellent Excellent Excellent Excellent |
|  • Writing skills |  |  |  Excellent Excellent Excellent Excellent  |
| • Verbal skills |  |   |  Excellent Good Good Good  |
|   |  |  |   |
| **TECHNICAL SKILLS**  |  |   |  |
| **AND COMPETENCES** |  |   |  |
|  *With computers, specific kinds of of equipment, machinery,etc.*  |  |   | Active knowledge of Microsoft Windows, Microsoft Office packet (Word, Excel, Outlook, Power Point), Protel, Opera, Internet Explorer. |
| *.* |  |   |  |
|  |  |   |  |