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| PERSONAL INFORMATION | **Argin**  |
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|  Argin.368356@2freemail.com  |
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| Sex Male | Date of birth 19/12/1984| Nationality Albanian |

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| JOB APPLIED FORPOSITIONPREFERRED JOB | ,Food and beverage Supervisor,. |

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| WORK EXPERIENCE |   |
| From 30/08/2016 Till present | **Food & Beverage Team Leader**Job responsibilities.* Consistently offer professional, friendly and engaging service
* Assist guests in an informative and helpful way
* Receive and process all cash and credit card transactions from guests in an efficient and accurate manner
* Tip-out to service staff as required
* Balance the point of sale system at end of shift
* Follow outlet policies, procedures and service standards
* Have full knowledge of all menu items and pricing
* Follow all safety and sanitation policies
* Other duties as assigned
* Other duties as assigned.

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| From 12/02/2013- 30/10/2015From 29/03/2011-15/02/2012From 12/02/2008-18/02/2011 | **Banquet attendant****Intercontinental Doha The City** (Qatar).Adress;West Bay,Al Wahda St. PO BOX 22178.Web Site <http://www.ihg.com/intercontinental/hotels/gb/en/doha/dohwb/hoteldetail>Job Responsibilities |
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| * Assists servers and management with the setting, decoration and tear-down/removal of buffets and coffee breaks.
* Assist with the setting of banquet tables for a full-service meal or function. Quickly clear dirty banquet table settings and prepare table tear-down / removal. Safely deliver carts of dirty dishes/flatware/glassware to stewarding for washing.
* Properly clean meeting space at beginning, during, and end of events, including not limited to vacuuming, sweeping, mopping, polishing, wiping, scrubbing.
* Transport all needed service materials and props to banquet/function rooms and storage.
* Folding napkins and replenishing banquet supplies throughout the day.
* Properly operate and maintain air walls of the ballrooms.
* Perform other duties as requested, such as cleaning unexpected spills, handling special guest requests, greeting and seating guests and ensuring guest satisfaction.
* Attend required meetings, other duties as assigned.
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| **Room service waiter****Address:** Erbil Rotana (Kurdistan northern Iraq) Gulan Street, Erbil 44001, Iraq<https://www.facebook.com/HotelErbilRotana>Job Responsibilities            * Provide friendly, efficient Food & Beverage service in accordance with the standards .
* Ensure timeliness of In Room Dining deliveries, tray pick-ups and ice calls
* Report any irregularities or comments from guests
* Ensure that a clean, tidy and safe environment is maintained at all times, including maintenance and upkeep of vehicles
* Serve guest room functions as required
* Deliver VIP amenities and other related duties
* Perform opening, cleaning and closing duties

**Receptionist****Address:** Hotel Arvi ,L.1 Rr. Taulantia Durres, Albania**Web:      www.hotelarvi.com**Job Responsibilities• Greeted, registered, and assigned rooms to guests• Operated the switchboard and PBX• Answered telephonic and in-person queries related to hotel services and resolved any issues• Processed guests’ check ins and outs• Prepared and completed room and restaurant bills• Assisted guests’ in storing valuables in secure deposit box• Liaised with other departments of hotel• Handled payments through cash, cheks and credit cardsBusiness or sector Hospitallity  |

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| EDUCATION AND TRAINING |   |

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| 14/10/2003-30/08/2007 | Teacher of Geography at high School. | t |
| **University Of Tirana** Albania  |

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| Mother tongue(s) | Albanian |
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| Other language(s) | UNDERSTANDING  | SPEAKING  | WRITING  |
| Listening  | Reading  | Spoken interaction  | Spoken production  |  |
| English | C1 | C1 | C1 | C1 | C1 |
|  | English |
| Italian | B2 | B2 | A2 | A2 | A2 |
|  | Italian. |
|  | Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient userCommon European Framework of Reference for Languages |

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| Communication skills | Exceptional listener and communicator who effectively conveys information verbally and in writing.developed through experience in Customer service. |

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| Computer skills | Proficient computer literacy proven through work experience in Front Office department.Opera PMS , QEMS,VICAS etc |

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| Other skills | * Flexible [team player](http://talentegg.ca/incubator/2013/11/15/the-4-personality-types-of-the-dream-team/) who prospers in a fast-paced work environment based on past experience
* Interpersonal and relationship building skills proven through work experience
* Resourceful team player who excels at building trusting relationships with customers and colleagues.
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| ADDITIONAL INFORMATION |   |