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| PERSONAL INFORMATION | **Argin** |
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| [Argin.368356@2freemail.com](mailto:Argin.368356@2freemail.com) |
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| Sex Male | Date of birth 19/12/1984| Nationality Albanian |

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| JOB APPLIED FOR  POSITION  PREFERRED 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.   HJK |
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| From 12/02/2013- 30/10/2015  From 29/03/2011-15/02/2012  From 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. |
| **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 cards  Business 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 user  Common 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 |  |