Anastasia

Anastasia.372388@2freemail.com

A hospitality professional with extensive experience in providing first contact services in the hotel with five star rating. Highly developed interpersonal, customer service and leadership skills with deep focus on accuracy and time efficiency. Enthusiastic to provide a high level of professional and personal excellence with a successful track record of maintaining patronage and ensuring recurring business.

Professional Experience

El Sur Restaurant, Sunset Group, Dubai, UAE

**Guest Relation Executive** *May 2016-Jan 2017*

Working as a Guest Relation Executive at El Sur restaurant, which expresses the authentic touch of contemporary Spanish cuisine, the core responsibilities mainly comprise conducting the correspondence with the guests, being empowered to handle the complaints and resolving the issues whenever they occur, performing excellent interpersonal skills of a team player, arranging corporate events for large parties a well as the casual ones ( e.g. Delta Partners Company dinner, the private events for Oliver Wyman Company, The Entertainer, The British American Tobacco etc.). Any organisation of an event presupposes the proper cooperation with the Head Chef or Sous Chef of the restaurant in order to modify the menus offered by the outlet, to estimate the changes and directly communicate to guests.

Jumeirah Hotels & Resorts, Burj Al Arab, Dubai, UAE

**Guest Relation Executive (pre-opening Gold on 27 Bar)**  *Jan 2016-Apr 2016*

The core duties are as follows:

* Socialize with guests via e-mail, arranging the guest lists for pre-opening and soft opening events, therefore playing a Public Relations role, in order to build strong and long-term relationships
* Ensure that the privacy of the guests and the confidentiality of the information is respected; to be fully aware of and to report all guest comments or complaints
* Serve as the main point of contact for regular guests and VIP Guests and as for in-house guests
* Ensure hotel departments are fully briefed on their requirements
* Seek verbal feedback from guests on a regular basis and respond to all Guest queries in a timely and efficient manner.
* Assist Al Muntaha Restaurant and Sky View Bar with arranging the reservations (lunch, dinner, The Afternoon Tea)
* Assist Banqueting Department with upcoming reservations, as well as cooperate with the department in order to conduct the events

(e.g. corporate events for European brands, wedding, Birthday celebrations, private parties).

Jumeirah Hotels & Resorts, Madinat Jumeirah, Dubai, UAE

**F&B Guest Relation Executive (Arboretum restaurant)** *Feb 2015-Dec 2015*

The all-day dining restaurant with capacity of 190 persons, which provides international cuisine including various theme nights (e.g. mediterranean, asian, roast nights). Arboretum is a part of the famous Jumeirah Al Qasr brunch recently awarded Best Brunch in Dubai by BBC Good Food Middle East (Winner 2014Trip Advisor Travelers' Choice Award; Winner 2014 Trip Advisor Certificate of Excellence).

The main responsibilities are as follows:

* Answer guests phone calls in a nice courteous manner, handling their demands and concerns
* Respond promptly and solved the queries and requests of clients and guests to maintained high satisfaction rate
* Arrange customized service for guests, which includes communicating the guest details and logistics in a clear, detailed, and timely manner
* Recognize customer dissatisfaction promptly and take action to resolve the situation according to individual level of responsibility
* Coordinate with the requests of guests to other departments such as housekeeping (florists) and concierge
* Ensure hostess desk is manned at all times so that all customers receive a friendly & prompt welcome
* Schedule dining reservations and arrange parties or special services for customers according to the Restaurant Reservations
* Be fully certified in the use of Epicure and Seven Rooms Restaurant Reservation systems
* Be responsible for the collection and input of any relevant guest history in profile
* Ensure a proper capture of all guest source data (in-house, local residents, outside tourist, SBU) and consolidate per shift
* Review the notice board and outlet briefing sheets on a daily basis to be well informed of hotel events, city information, sold-out items, daily specials and any other information that may be relevant to the job
* Suggest to a manager or departmental trainer any training needed to enhance performance.

 Jumeirah Hotels & Resorts, Madinat Jumeirah, Dubai, UAE

**Head waitress (Al Fayrooz Lounge Bar)** *Sep 2014 –**Jan 2015*

Al Fayrooz Lounge is a face of Madinat Jumeirah Resort, whole day dining (a la carte) lounge with capacity of 150 persons, known for its perfect ambience for conducting business meetings. It is considered as the best place for afternoon tea in Dubai (Highly Commended – The Best Afternoon Tea – Time Out Dubai Restaurants Awards 2014).

The core responsibilities are as follows:

* Evaluate new products for usefulness and suitability
* Collaborate with other personnel for menu planning, serving arrangements, and related details
* Greet and seat guests, and present menus and wine lists
* Present bills and accept payments
* Guide the hostesses how to create and maintain VIP guests profile cards to maximize personalized service
* Assess nutritional needs of the guests, plan special menus, supervise the assembly of regular and special diet trays
* Participate in kitchen and dining area cleaning activities
* Adhere to health and safety policies, in particular Food Hygiene Standards
* Developing constructive and cooperative working relationships with others, and maintaining them over time.

Being a participant of **Dubai World Cup** in March 2016 and working in the restaurant presented by official timekeeper of world championships and partner of international sports federation Longines discharged the following duties:

* Provide the perfect first impression with a smile and welcome; allocate and seat guest according to sequence of service
* Maintain exceptional levels of customer service
* Ensures problems are dealt with immediately and proactively with the support of OM
* Evaluate guest satisfaction levels with a focus on continuous improvement
* Comply with security, fire regulations and all health and safety legislation

Education and Skills

**Kharkov National Pedagogical University named after G.S. Skovoroda, Kharkov, Ukraine** *Sep 2009 –**June 2014*

English Philology Department (English, Italian)

Master’s degree in the English Language and Literature

**Skills and knowledge:**

* Knowledge of the products, services, sector, industry and local area
* Knowledge of relevant legislation and regulation
* Personalized service
* Detail-oriented and observant
* Multi-tasking abilities with proficiency in organizing and managing different tasks
* Ability to investigate and clarify any queries and misunderstandings

**Technical skills:**

* Microsoft Office – Word, Excel, Power Point and Outlook
* Reservation Systems – Seven Rooms, Epicure, Zomatobook, Reserveout
* Other systems – Opera, Micros

**Professional Development** *February 2016 – April 2016*

**Trainigs (Burj Al Arab Hotel, MMI Bar Academy)**

* WINE AND CHAMPAGNE
* CASK MATURATION
* BEER (ALE, LAGER, STOUT & PORTER, CIDER)
* GIN
* SCOTCH WHISKY
* AMERICAN WHISKEY
* IRISH WHISKEY
* VODKA
* FRUIT SPIRITS (COGNAC, ARMAGNAC, PISCO, CALVADOS, GRAPPA)
* SUGARCANE SPIRITS (RUM, RHUM, RON, CACHAÇA)
* MEXICAN SPIRITS (TEQUILA, MEZCAL, SOTOL)
* ANISE AND OTHER FLAVOURED SPIRITS (OUZO, RAKI, ABSINTHE, CLASSIC VERMOUTHS)
* CLASSIC COCKTAILS. THE MASTER CLASS ‘MIXOLOGY. ANOTHER POINT OF VIEW’ CONDUCTED BY DENNIS ZOPPI AND ANTONIO LAI
* ALLERGY AND INTOLERANCY