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FALCON ID # 57586

Hospitality / Hostess

Residential Country : United Arab Emirates      Nationality : Ukraine  
Resume Title : Hostess      Notice Period : 1 Days

## EDUCATION

Qualification	Institute / College /university	Year	Country
Md/ms	Poltava National Yuri Kondratyuk University	2014	Ukraine

## CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Hostess	Reputed Company	United Arab Emirates	10/2017	01/2018
Hostess	Holiday Inn	United Arab Emirates	03/2017	10/2017
Supervisor	Augustine	Ukraine	12/2014	12/2016
Waitress	Augustine	Ukraine	06/2013	11/2014

## ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary  
(Monthly In Usd): Not Mention

Expected Salary  
(Monthly In Usd): Not Mention

Additional Skills :

## Objectives:

A well organized, self-motivated and resourceful individual, with exceptional communication skills.

Demonstrating strong commitment to achieve excellence in a customer-focused environment. Strong interpersonal and problem solving abilities. Highly responsible & reliable. Ability to focus attention on guest needs, remaining calm and courteous at all times.

I believe by being honest and striving for the highest principles and values, I will constantly be a major asset and contributor to my employer.

## Education / Qualification

Master Degree in specialty "Information Science"

Poltava National Technical Yuri Kondratyuk University, Faculty of information and telecommunication technologies and systems, June

## Additional Information :

### Work experience

October - January

Hostess at Reputed Company (Brought to Dubai by Jason Atherton) in Intercontinental Dubai Marina (Dubai, UAE)

### Duties:

- Greeting, receiving and seating the guest in the outlet in a courteous and cordial manner;
- Attending to guests courteously, efficiently and promptly;
- Answering telephone calls following telephone-answering procedure of the restaurant;
- Managing incoming emails (info and reservations);
- Taking reservations according to the instructions of the Standard Operating

### Procedures;

- Maintaining reservations and business cards;

- Preparing and printing all necessary equipment daily ( menus, reports);
- Interacting and cooperating with captain, waiters, cooks and stewards. Interacting and cooperating with other departments as required;
- Reassuring the guest's satisfaction upon departure;
- Reporting to the General Manager/Line Manager/Assistant Restaurant Manager.

March- October

F&B Hostess at the All Day Dining Café in «Holiday Inn Abu Dhabi» (Abu Dhabi, UAE)

Duties:

- Greeting, receiving and seating the guest in the outlet in a courteous and cordial manner;
- Attending to guests courteously, efficiently and promptly;
- Cashiering, preparing the bills;
- Answering telephone calls following telephone-answering procedure of the hotel;
- Taking reservations according to the instructions of the Standard Operating Procedures;
- Maintaining reservation book and business cards;
- Interacting and cooperating with captain, waiters, cooks and stewards. Interacting and cooperating with other departments as required;
- Reassuring the guest's satisfaction upon departure;
- Reporting to the Outlet Supervisor.

December – December

Supervisor/Administrator at a Restaurant-Brewing House “Augustine” (Poltava, Ukraine)

Duties:

- Being highly visible and the face of this business;
- Being a link between the owner and the director on one side and employees,

suppliers, customers on the other;

- Record keeping and financial reporting;
- Training, managing and developing a team;
- Supervising the shifts and work of waiters, cooks and stewards;
- Meeting and greeting customers and organizing table reservations;
- Managing incoming mail and answering the phone calls;
- Ordering and maintaining supplies;
- Ensuring the correct use of cleaning materials and equipment.

June – November

Waitress at a Restaurant-Brewing House “Augustine”(Poltava, Ukraine)

Duties:

- Performing duties of waiter;
- Cashiering, preparing the bills;
- Training and coordinating waiter assistants.