

JANA S

Personal statement

I am an enthusiastic, friendly person who has good team skills with a strong desire to progress.

I have lots of experience in hospitality industry and promotional work as a hostess, promo girl or sales representative, for different agencies and exhibitors.

Skills

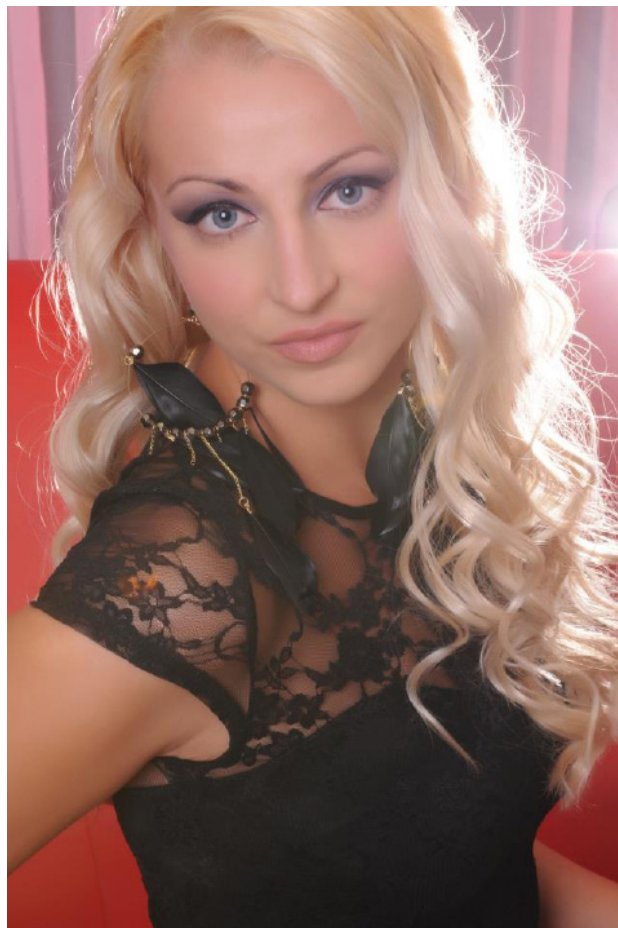
- Exhibitions and Trade Shows Public and B2B,
- Excellent Approach, Invite ,Engage, Inform, Persuade, Retain, Introduce, Data Capture Skills
- Quickly learn any product and client brief and deliver .
- Product Sampling/Selling
- Demonstrator/Sales
- Corporate and Exhibition Hospitality
- Direct Product Sales
- Product /Service Launches and promotions
- Venue/Store Launches and Promotions
- Field Campaigns, Data Capture
- Experiential campaigns and promotions
- FMCG, Products and Services
- Targeted Sales Lead Generating/Appointment Making
- Brand awareness and leafleting campaigns and promotions
- P R and Publicity Campaigns

European driving license type B.

- Alcohol Personal license holder from November 2011
- IT: Microsoft Outlook, Ms Word, Ms Excel, Internet, Protel, Portal, Dot Pos .

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Contact us today if you would like Jana to represent your business



Work Experience

Oct. 13 – present - Giggling Squid Thai Restaurant Restaurant Supervisor

April 12 – Sept.12 STRADA Italian Restaurant (Tragus company) Senior Restaurant Supervisor, Duty Manager

I am responsible for smooth service in restaurant, good organizations skills between front of house and back of house.
I was senior restaurant supervisor acting as a assistant manager.
I was doing ordering for back of house and front of house, forecasting rotas, stock control and payrolls.
Good knowledge of GP and budget.
Good knowledge of Italian food and drinks.



Sept. 09 – April 12: Stratford Manor Hotel (Q Hotels) Restaurant Supervisor And Duty Manager

I was responsible for running the restaurant in the absence of my Manager as her Assistant Manager.
I was responsible to greet all guests into the restaurant and allocating the Chef de Rang with their service section and team. Also I ensured the smooth running of the shift at all times.
I had to provide professional customer service to hotel guests.
During my work as a restaurant supervisor I am doing also a DM shifts, I have to be available for all the leisure or conference guests, if they need my help during the stay.
I had to liaise with the kitchen to ensure a thorough knowledge of the menus and to then ensure the team are thoroughly briefed.

I have a good knowledge of wine, serving wines and the beverage list and also I have knowledge of all conference and events in the hotel to be served in the restaurant.
Good knowledge planning the Rota and doing a forecast.
Planning the program to train the staff with up selling in our restaurant
Good knowledge of DOT Pos and Protel, our hotel communication System (hotel software). I am responsible for wine stock control and breakfast stock levels (company standard).

May 08 – Sept. 09: Stratford Manor Hotel (Q Hotels) Head Waitress

In 4 stars And 1 rosette hotel, 104 bedrooms, bar and restaurant with 180 seats and conference centre.

I was a Head waitress in a busy restaurant with high standards and also had experience on the bar, good knowledge of drink service preparation. I have a good knowledge of wine and serving wine.

I also had the responsibility to collect payment from guest when dining in the our restaurant.

My responsibilities included, stocking and daily cleaning of still room and restaurant.
I ensured the smooth running of the restaurant operation in the absence of the management team.

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**Nov.06 - April 08:
Honiley Court Hotel (Folio company),
England**

4stars hotel, 62 bedrooms with restaurant, boot bar and conference centre.

I was a waitress in the restaurant, bar and on the functions.

I was responsible for ensuring that local resident and tourist received service in a courteous, efficient and polite manner while keeping a professional attitude.

I was responsible for training the team to the correct standard and ensuring all company standards were maintained.

**Oct. 05 - Oct. 06:
Corus Hotel Warwick, England**

3 stars hotel, 62 bedrooms with restaurant, bar and Conference centre.

Front of House- I was responsible for greeting all guests into the restaurant, and dealing with guest payments. As well as providing customer service.

**June 05. – Aug. 05:
I was working in Greece for Zan Agency as a
Promo Model**

I was doing promotional campaign and events all over country.

**March 04 – May 04,
March 05 – May 05:
Work Placement at Volkswagen company s.
r. o. Nitra**

Sales office, I was responsible for filing and retrieving information and documents, data entry, typing letters and managing diaries.

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IT: Microsoft Outlook, Ms Word, Ms Excel, Internet, Protel, Portal,
Dot Pos

Languages: Slovak - mother language
English - fluent

Interests: Gym, Swimming, Aerobic and Reading

Education:

2013 – present

Level 3 Diploma in Personal Training and Instruction
(Including Level 2 Fitness Instructor)
Warwickshire College

2000-2005

Secondary Technical School in the Field of Civil Engineering
{ Economics, Slovak, English and German language,
Administrative, IT, Math, Slovak Literature}

Training:

- Feb. 2011 - Feb. 2012
QED course for future Food and Beverage Managers
(Course for 1 year - Internal Q Hotels company course)
Foundations of Management, Revenue Generation,
Custom and Concept, People Management and Departmental Finance.
- Feb. 2010 – August 2011
NVQ LEVEL 3 Diploma in Hospitality Supervision and Leadership
- March 2010 – February 2011 Wine Champion Training
Bibendum Wine Routes Certificate
- May 2010 – Finance Management Course
- April 2010 – Retail Eye Training – customer satisfaction
- March 2010 – 1st . time in management part 2
- Feb. 2009 – Nov 2009 NVQ LEVEL 2 Food and Drink service
NVQ LEVEL 2 Customer Service
- October 2009 – T. I. P. S. training (QHotels)
- Training in personal Scheme - up selling
- October 2009 – 1st . Time in management course Part 1
- June 2009 - Wine champion training
- January 2011
I won the most fashionable employee of the year at the
Stratford Manor Hotel
April to July 2009
- I won Certificate of Achievement for being The ThankQ4 Star
Employee of the Quarter (Stratford Manor Hotel)