

**Ms. Viviana P.**

**Seeking a position in restaurant as an assistant manager or in a hotel as a front desk attendant**

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**Skills**

Leadership.

Adaptability

Teamwork.

Decision Making.

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**Experience**

**TIM HORTONS / Manager**

JUNE 2018 - PRESENT, MADRID

International coffee shops from Canada.

- Complies with and enforces all Tim Hortons operating standards
- Ensures that all product and packaging is properly merchandised and stocked
- Responsible for shift cash procedures
- Maintains operational efficiency through use of the work schedule
- Supervises team members to ensure primary and secondary duties are completed
- Ensures all store policies are followed during the shift (e.g. cash policies, meal and break policies, food safety policies)
- Keeps current on all new information (i.e., new product launched, promos and discount schemes)
- Assists the Store Manager in driving sales and transactions during their shift
- Completes all required shift documentation (e.g. records waste, mgr. walk thru, store checklist etc.)
- Escalates to immediate superior any issues and or problems
- Leads by example and demonstrates the importance of treating every team member and guest with respect
- Reacts immediately to issues requiring attention during the shift
- Provides ongoing, specific direction to team members
- Encourages an exciting and fun work environment while motivating team members to meet goals
- Trains, orientates and monitors new team members
- Reports to Store Manager on team member performance (positive or negative)
- Assists in ensuring optimal team member coverage at all times and works various positions during busy periods to maintain optimal service levels through demonstrated floor leadership

**MAMMA MARIA / Manager**

NOVEMBER 2017 - JUNE 2018, VALENCIA

Italian restaurant in Valencia, Spain.

- Delegating responsibilities and supervising business operations
- Hiring, training, motivating and coaching employees as they provide attentive, efficient service to customers, assessing employee performance and providing helpful feedback and training opportunities.
- Resolving conflicts or complaints from customers and employees.
- Monitoring store activity and ensuring it is properly provisioned and staffed.
- Analyzing information and processes and developing more effective or efficient processes and strategies.
- Establishing and achieving business and profit objectives.
- Maintaining a clean, tidy business, ensuring that signage and displays are attractive.
- Generating reports and presenting information to upper-level managers or other parties.
- Ensuring staff members follow company policies and procedures.

### **PUNTA BRAVA STEAK HOUSE / Waitress**

FEBRUARY 2015 - MAY 2017, VENEZUELA

Important restaurant in Venezuela.

- Providing excellent wait service to ensure satisfaction
- Taking customer orders and delivering food and beverages
- Making menu recommendations, answering questions and sharing additional information with restaurant patrons

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## **Education**

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### **UNED / Tourism**

SEPTEMBER 2017 - PRESENT, SPAIN

Long distance University

### **Universidad Catolica Andres Bello / Mass Communications**

MARCH 2015 - JULY 2017, VENEZUELA

Not graduated

Journalism and marketing mention

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## **Awards**

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Member of Harvard National Model of United Nations.

EAP English studies in Canada