



Gaza Mihnea Teodor

📍 BUCHAREST, 022135, ROMANIA

Details

Basarabia Street nr
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022135, Romania
+4407393569100
mihnea.gaza@yahoo.com

DATE / PLACE OF
BIRTH

1990-11-07
Bucharest

NATIONALITY

Romanian

DRIVING LICENSE

B

📌 Skills

Excellent customer
service skills

Commercial awareness

Communication skills

Organizational skills

Teamwork skills.

Problem- solving skills

❤️ Hobbies

Photography
Reading
Cooking
Movies
Music
Travel

🌐 Languages

English

French

Romanian

👤 Profile

Resourceful and multi-talented Hotel Crew Member able to work in diverse area. Proficient in picking up new procedures and tasks quickly while elevating customers service standards in every role. Personable and friendly with guests and colleagues alike. Background in food and beverage, restaurant management, front desk day and night, duty management and basic kitchen roll.

📁 Employment History

Night auditor at Dalata Hotel Group, Clayton Hotel Cardiff, Cardiff UK
[January 2018](#) – [August 2018](#)

- Greet guests upon arrival, check them in and provide with any information they need to enjoy their stay.
- Audit and balance reports from the day shifts.
- Schedule guest wake-up calls and reservation for the following day.
- Respond to guest inquiries, concerns and complaints as needed.
- answer phones and place reservations.
- Prepare guest bills for next-day checkouts and process reservation cards.
- Balance cash drawers and record receipts.

Restaurant Manager at Coast and Country Hotels, Imperial hotel Tenby, Tenby, UK
[July 2015](#) – [January 2018](#)

- I am responsible to meet and greet customers, organize table reservations and offer advice about menu and wine choice
- maintaining high standards of quality control, hygiene, and health and safety;
 - Check stock levels, order supplies
 - coordinate the operation of the restaurant during scheduled shifts;
 - Taking part in the recruitment process, train, manage and motivate staff;
 - Dealing with customer queries and complaints;
 - Coordinating daily restaurant management operations
 - Delivering superior food and beverage service and maximizing customer satisfaction
 - Producing staff rotas weekly and also taking care of their holidays
 - Coordinate daily Front of the House and Back of the House restaurant operations
 - Always Appraising the staff performance and provide feedback to improve productivity
 - Always Managing restaurant's good image and finding new ways to improve it
 - Control operational costs and identify measures to cut waste
 - Worked along the team for private events such as: weddings, Christmas parties, funeral teas, baby showers, local charity lunches, Movie nights and kids related events
 - Took Part in the monthly HOD meetings

Barista at caffii llew, Tenby, UK

January 2017 – January 2018

Greet customers as they enter
Give customers drink menus and answer their questions regarding ingredients
Take orders while paying attention to details (e.g. preferences of coffee blend, dairy and sugar ratios)
Prepare beverages following recipes
Serve beverages and prepared food, like cookies, pastries and muffins
Receive and process payments (cash and credit cards)
Keep the bar area clean
Maintain stock of clean mugs and plates
Check if brewing equipment operates properly and report any maintenance needs
Comply with health and safety regulations
Communicate customer feedback to managers and recommend new menu items

Merchandiser at Cedar Point, Sandusky, USA

June 2014 – September 2014

I was responsible for handling cash transactions and counting out correct change. I have self-confidence and a positive, encouraging attitude. Above average ability to speak clearly and understand English required. I am able to work alone or as part of a team. I have the ability to quickly and accurately collect and count various amounts of currency.

Waiter at Restaurant "La dud", Bucharest, Romania

May 2010 – April 2011

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
- Follow all relevant health department regulations
- Provide excellent customer service to guests

Education

Bachelor degree, Academy of Economics Studies, Bucharest

October 2010 – July 2013

Master Degree, Academy of Economics Studies, Bucharest
October 2013 – June 2015

Business administration in tourism

Courses

Food Hygiene LVL 2
August 2018 – August 2018

First aider
June 2016 – June 2016

References

Jane Barr from Coast &Country
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