**SERENA GUASCHINO**

**32 Greycoat Gardens, Greycoat Street, SW1P 2QB, London**

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An enthusiastic and motivated individual, with excellent communication skills and experience in working in the hospitality industry. Excellent social skills and ability to build effective relationships, providing an optimum customer/client experience. A likeable character with a keen eye for details and the willingness to go the extra mile to find the right solution for a costumer.

**EMPLOYMENT HISTORY**

**Food&Beverage Supervisor (October 2017 — Present)**

**Virgin Active Fulham Pools – London**

As a Club Lounge Supervisor my main responsibilities are:

* Opening/Closing the bar
* Tills’ cash up and profit declaration
* Stock take and stock input
* Products ordering
* Dealing with deliveries
* Make sure the whole staff is trained
* Make sure everything runs smoothly during the day
* Assign tasks to the staff
* Deal with any issue a customer might have
* Report day to day efficiencies, issues and feedbacks to my Manager

**Food&Beverage Assistant (January 2016 – October 2017)**

**Chiswick Riverside Health & Racquets Club (Virgin Actives Global Flagship Health Club) - London**

Chiswick Riverside Health & Racquets Club is Virgin Actives Global Flagship club offering some of the best exclusive private health club facilities in London. The majority of members are Directors, Business owners, Professional Athletes and VIP’s therefore the best customer service is essential at all times.

The facilities include 26 Tennis Courts (indoor and outdoor), 6 swimming pools (including outdoor) state of the art gym. Adult/Children Tennis and Swim programs, Tranquillity department, Physio & Pilates studios as well as fully licensed bar and restaurants.

As an experienced Club Lounge Assistant my duties include:

* Opening/closing the bar
* Stocking
* Cashing up the tills
* Dealing with goods deliveries
* Assisting with the preparation of functions
* Cleaning
* Making coffees (Costa Standard) and alcoholic/non alcoholic drinks
* Serving food

As an experienced Club Lounge Assistant I gained the following skills:

* Providing the best costumer service to any member and potential members
* Building relationships with members and anticipate their needs
* Maintaining high level of product and service knowledge in order to explain and sell services and facilities to guests
* Working as a part of a Team demonstrating cooperation and trust with colleagues and teams across departments
* Being open to new ideas and making changes in the job as required
* Completing task as required by Management
* Following standards, policies and procedures

I also have Level 2 on Health and Safety in the Workplace and on Hygiene and Cleanliness

**Hostess/Waitress/Receptionist/Events Assistant/Brand Ambassador (September 2015 - Present)**

**Lola Staffing - London**

Before starting, trained in Costumer Service and Fine Dining Service.

Mainly working as a Hostess, my duties are:

* Assisting in event’s organization
* Welcoming and greeting guests
* Checking guests’ names and giving them answers they may need
* Providing helpful and inviting environment for guests
* Ensuring the area is tidy and presentable

During this time I gained valuable customer service skills and ability to communicate effectively which no doubt helped me find future employment.

**Hostess/Events Assistant (Summer 2014/2015)**

**Kaikan Cafè - La Spezia, Italy**

Hostess during summer events, promoting the venue through social media and leafleting, welcoming guests and assisting in events organizations.

**Nanny (2013 - 2015)**

**La Spezia, Italy**

During college’s years I've also had experience as a Nanny, looking after two girls aged 4 and 9 twice a week. I've been kids’ entertainer and animator for a New Year’s Eve party .

**ACADEMIC QUALIFICATIONS**

* DIPLOMA DI ESAME DI STATO: 100/100. (Liceo Classico Lorenzo Costa; La Spezia, Italy)
* IELTS ACADEMIC: 7.5 overall score

**EXTRA CURRICULAR ACTIVITIES/INTERESTS**

* Italian native speaker
* Conversational Spanish
* Proficient in Ms Word, Access, PowerPoint, Excel
* Holder of an Italian Certificate in Web Mastering&Design (HTML, CSS,PHP, JavaScript)
* Full Clean Italian Driving License