

# Inga Vrancean

Reading

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07379991674

Willing to relocate: Anywhere

## Personal Details

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**Driver's License:** None

**Eligible to work in the UK:** Yes

**Highest Level of Education:** Master's

**Industry:** Arts & Entertainment, Beauty & Wellness, Business Operations, Call Centre, Customer Service, Human Resources, Logistic Support, Management, Marketing, Media & Communications, Project Management, Real Estate, Retail, Sales

## Work Experience

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### Hostess/Receptionist

The Hand & Flowers - Marlow

March 2019 to Present

Hostess and Receptionist in a 2 Michelin Star Gastro Pub.

My duties are writing table plans for lunch and dinner, analyzing all dietary requirements, showing guests to the table, taking drinks order in the bar area, checking in to the rooms and explaining all the amenities and facilities, checking out, and taking payment from the guest. Upselling products and advertising private dining the Shed.

- Answered phones
- Recorded reservations
- Greeted and seated guests
- Accommodated and managed large parties
- Resolved customer issues
- Monitored training of new employees
- Took customers' orders

### Receptionist

Stoke Park Country Club, Spa & Hotel - Stoke Poges

August 2018 to December 2018

Receptionist in an iconic 5 Star hotel.

Main reception duties like checking in guests, filling up daily reports, Opera bookings, checking out the guests.

### Chef de Rang

Lodore Falls Hotel - UK,

April 2017 to August 2018

As a chef de rang I was in charge of the section within a very busy restaurant. From greeting the guest , drinks order, answering questions about the menu , taking food order , to serving the food. Having bar experience I also worked behind the bar. I had the opportunity to do some reception covers where I learned about the Rezlynx Booking system.

### **Food & beverage assistant / Front desk covers**

The Chequers Hotel - Newbury

November 2014 to November 2016

Newbury (United Kingdom)

Food & beverage assistant main duties: To provide the best customer service respecting the etiquette. Having the food and wine knowledge.

### **Sales Assistant**

Acord Travel - Chisinau

September 2012 to May 2013

Promoting and selling the work & travel programs to the students.

Assisting with documentation and important information.

Issuing invoices and taking payments for the program. Providing consultancy where required.

## Education

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### **Master's in Strategies and marketing policies in tourism**

Moldova State University

September 2010 to July 2012

### **Bachelor's in English Language and Italian Language Translator**

Moldova State University - Moldova

September 2007 to July 2010

## Skills

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- CONTINUOUS IMPROVEMENT (2 years)
- MENTORING (Less than 1 year)
- OPERA (1 year)
- PROCESSOR (Less than 1 year)
- QUALITY CONTROL (Less than 1 year)
- Rezlynx (2 years)
- Tourism (2 years)
- Amadeus (Less than 1 year)
- Booking (2 years)
- Experienced (7 years)

## Languages

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- English - Fluent
- Romanian - Expert
- Russian - Expert
- Italian - Intermediate
- Spanish - Beginner

## Awards

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### **II Place at the Talent Enterprise Conference in Chisinau, Moldova.**

March 2009

Positive and negative aspects of migration. The impact on the economy and social consequences.

II Place Award.

## Certifications and Licenses

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### **The flow certificates**