



PERSONAL DETAILS

Name: Sofia Maragkoudaki

Date of birth: 29 July 1994

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Comments from people that know me:

My current boss: *Multitasker & honest person, customer orientated, professional with more than 10 years experience in working in the restaurant's field. She loves her language, and she has the ability to teach it!*

Manager from TGI Fridays: *Positive, hardworking, hands-on leader with 10+ years' experience managing restaurant operations at high-end establishments. Adept at leading front of house employees ensuring the highest standards of customer service and food quality. Expert in the areas of scheduling, inventory management, food, labor, and supply costing, and food safety policies and guidelines.*

Students: *Certified Greek Language Tutor with an advanced degree and 5+ years of classroom experience. Proficient with popular educational hardware (tablets, desktops, laptops, Smartboards) and providing the best learning methods based on the personality and the preferences.*

WORK EXPERIENCE

Customer Service-Call Center-Delivery Manager

Olives & Burgers Healthy Cafe (Lefkosia, Cyprus), Nov. 2018 - Present



- Customer service in dine in, takeaway & delivery
- Opening & closing the cashier and the restaurant
- Preparing coffees, smoothies, healthy breakfast bowls
- Call center
- Multitasking by managing a lot of delivery orders per minute
- Test cooked food by tasting and smelling it to ensure palatability and flavor conformity.
- Count money and make bank deposits.
- Maintain food and equipment inventories, and keep inventory records.
- Knowledge of all areas and postal codes in Nicosia

Waitress

Moondogs Bar & Grill Restaurant, Sep 2017-Nov 2018



- Escort customers to their tables.
- Collect payments from customers.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Take orders from patrons for food or beverages.
- Perform cleaning duties, such as sweeping and mopping floors, vacuuming carpet, tidying up

server station, taking out trash, or checking and cleaning bathroom.

- Remove dishes and glasses from tables or counters, take them to kitchen for cleaning.
- Fill salt, pepper, sugar, cream, condiment, and napkin containers.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Describe and recommend wines to customers.
- Creating a positive & happy environment for all customers
- Knowledge of working under pressure

Secretar-Personal Assistant

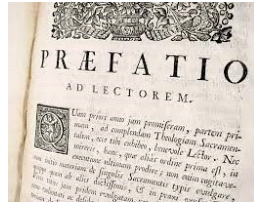
Osaka Diamond & Jewelry LTD, Feb 2017-Aug 2017



- Sending emails and chatting with customers
- Ordered office supplies and oversaw the handling and filing of purchase orders and requisitions
- Performed office administration duties such as faxing, copying, printing, and scanning
- Learned to work with a spiritual boss that helped me look more on the inside rather to judge about the outside of a person
- Complete forms in accordance with company procedures.

Latin Language Translator

Sylvia Ioannou Fondation (Zefiros Curricular), Sep 2016-Dec 2016



As a certified Ancient & Modern Greek language tutor, I was asked from a great professor of Latin from my university, to translate several books written in the Latin languages that was spoken in the 15th century. Main goal was to collect any kind of information about the Cypriot culture and tradition. Those information were uploaded to a worldwide database, that can be used as a source of elements about Cyprus. Access to this database can have students, researchers, teachers or anyone who wants such information. It was remarkable how many influences I noticed in Latin by the Ancient Greek!

Restaurant Hostess

T.G.I. Fridays (Brainstorm Enterprises LTD), Feb 2014-Jun 2016



- Direct patrons to coatrooms and waiting areas such as lounges.
- Greet guests and seat them at tables or in waiting areas.
- Speak with patrons to ensure satisfaction with food and service, to respond to complaints, or to make conversation.
- Take and prepare to-go orders.
- Inspect restrooms for cleanliness and availability of supplies and clean restrooms when necessary.
- Confer with other staff to help plan establishments' menus.
- Answer telephone calls and respond to inquiries or transfer calls.
- Provide guests with menus.
- Inspect dining and serving areas to ensure cleanliness and proper setup.
- Receive and record patrons' dining reservations.

- Coaching the new employees for this position
- Try "not to lose a single customer" policy
- Maintain the area of the entrance clean & beautiful
- Handled customer complaints with empathy and composure.
- Answered calls and spoke with clients face-to-face.

Waitress

Ajs Cafe & Restaurant, Sep 2013-Feb 2014

Waitress

Mediterranean Seafood Restaurant, Jan 2013-Jul 2013

EDUCATION

Date of graduation: Sep 2012-Jul 2016

Degree: Greek Language Teacher

University: University of Cyprus

Teaching subjects: Ancient Greek, Modern Greek, Latin, Greek History, Greek Philosophy, Greek Literature, Etymology

HOBBIES

- Riding my bicycle
- Playing the piano & singing
- Cooking healthy meals
- Watching documentaries
- Walking while listening to music

- Reading a new book

SKILLS

Teamwork, Problem-Solving, Customer service, Leadership, Mentoring, Teaching Greek, Multitasking, Working under pressure, Flexible, Positive, Reliable, Honest

LANGUAGES

Greek: *Native*

English: *Intermediate*

Albanian: *Elementary*. I am half Greek & half Albanian so by experience in listening Albanian, I can understand a lot and communicate for the basics

Romanian: *Elementary*. Ability to understand very basic stuff, mostly if they are written