

PERSONAL INFORMATION

JOANNA ARDENTE



 MONTORIO AL VOMANO, 64046 TERAMO (Italy)

 +393337263462  +971561849559

 joannaardente@gmail.com

 Skype joardente

Sex Female | Date of birth 20/09/1996 | Nationality Italian

POSITION

waitress

WORK EXPERIENCE

05/04/2015–01/09/2015

Waitress

La Pergolata Restaurant, Cellino Attanasio (Italy)

04/12/2015–Present

hostess/waitress

Crowne plaza, Abu Dhabi (United Arab Emirates)

EDUCATION AND TRAINING

01/09/2010–10/07/2015

Commercial Technical Institute B. Pascal, Teramo (Italy)

- Economy
- informatics
- Finance
- Public Law
- Private Law
- design and manage the company's IT system
- select and design software applications
- manage communication network
- ensure security
- SQL language
- create DATABASE
- C++ language
- Microsoft Word, Excel
- establishment of a company
- budget analysis
- ratio analysis

PERSONAL SKILLS

Mother tongue(s)

Italian, English (Intermediate), French (Basic)

Communication skills Able to listen to instructions and carry out effectively. Able to communicate and facilitate discussion about job roles and expectations.

- Organisational / managerial skills**
- Greet customers, present menus, and explain daily specials to customers.
 - Answer questions related to menu items and make recommendations.
 - Take food and beverage orders from customers.
 - Relay food and beverage orders to the kitchen staff.
 - Prepare drinks and food garnishes.
 - Carry trays of food or drinks from the kitchen to the dining tables.
 - Remove dirty dishes and glasses and clean tables after customers finish meals.
 - Prepare itemized checks and hand them to customers and sometimes take payment.
 - Clean and set up dining areas, refill condiments, roll silverware, and stock service areas.

Job-related skills

Effective team-player with attention to detail.
 Able to stand for long periods and lift heavy trays.
 Exceptionally professional demeanour and very respectful attitude.
 Excellent skills in maintaining cleanliness and personal hygiene standards.
 Familiar with hospitality terminology.
 Able to learn menu items and describe them appropriately to customers.
 Skilled in MS Word, Excel and Internet.

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Proficient user		Proficient user	Independent user

Digital competences - Self-assessment grid