

Tetyana Magdalina

Nationality: Ukrainian

Status: Single

Date of Birth: 02/01/1987

Email: mandarin0201@mail.ua

Phone : +971 58 662 03 49



Languages: Russian (fluent in written and spoken), Ukrainian (mother tongue) English (Fluent written and Spoken)

Profile

A bright, talented and hardworking individual with a bubbly, friendly personality and the ability to work as part of a team. Possessing excellent communication & hospitality skills and a proven ability to ensure that all customer expectations are met during the bar experience and providing amazing hospitality to guests. Customer focused, highly organised with the ability to make cocktails & beverages to the required standards and ensure the bar area is always clean and organized. Currently looking for a suitable bar staff position with an ambitious and rewarding company that offers excellent opportunities for development and career progression.

Soft Skills

- Positive attitude and excellent communication skills;
- Team Player & Self Motivator;
- Recruiting, training and motivating staff;
- Managing staff and assigning rota and duties;
- Enforcing health and safety rules;
- Excellent knowledge of mixing, garnishing and serving drinks;
- Dealing with VIP customers;
- High standards of personal presentation and customer service;
- Experience of working a large number of customers at functions & events;
- Ability to work well within a busy, often fast-paced environment;
- Keen to learn and develop new skills;
- Able to work under pressure;
- Good knowledge of wine, spirits and beers;
- Computer literate working with various Point of Sale and Ordering Systems;
- Analytical Problem Solving approach;
- Fluent Knowledge of a second language;
- Other soft skills: Decision making, Creative and Innovative, Desire to succeed.

Career History

Manager Part-time Ezzro Middle east. , Dubai, UAE

May 2020 to present

- Administrative, financial, Municipality and staff records
- Making all policies and company procedures
- Maintaining the revenue, profitability and quality goals
- Looking for/and implementing new marketing strategies
- Managing the waste and GP control
- Implementing and making new SOP and technical sheets
- Sourcing new products for the online selling
- Planning and preparing photo shoots

F&B consultancy Part time, Dubai, UAE

Emirates sports hotel

- Setting up all operations of the F&B projects Incl. Café, Bar, Lounge, Restaurant
- Maintaining the restaurants revenue, profitability and quality goals
- Looking for/and implementing new marketing strategies
- Managing the waste and GP control
- Implementing and making new SOP and technical sheets for the F&b part of the company
- Administrative, financial, Municipality and staff records
- Making all policies and company procedures
- Designing new menu for food and drinks
- Recruitment
- Setting up contract with suppliers and constructors

Pre-opening Bartender/Supervisor, Dubai, UAE

Sarood Hospitality/Jumeirah restaurants. Duck hook/Hillhouse, sept. 2018 to Oct. 2021

- Monitored and enforced all standards, policies and procedures
- Create and manage staff schedules
- Maintaining staff training staff across all products
- Cultivating a positive working environment for all staff
- Supporting the venue Manager with the smooth operations
- Customer service, providing excellent guest experience
- Record daily wastage and reduce costing
- Maintain proper records as per the HACCP/DM
- Monthly inventory
- Daily ordering
- Bar menu development
- Assisting the GM with organizing the events

Bar Manager, Dubai, UAE

Senara Restaurant, May 2017– May 2018

- Make recommendations and answer all related inquiries;
- Check identification of customers to verify they are of legal drinking age;
- Take orders from serving staff or directly from customers;
- Mix and garnish cocktails according to standard specs;
- Limit problems related to customers' excessive drinking by following established procedures;
- Bar Menu development including the design of new drinks;
- Ordering all Bar related items
- Setup event in cooperation with the restaurant GM
- Creating daily and monthly specials
- Training FOH staff on all bar related items
- Preparing staff rosters and shift management

Bar Manager, Zaporozhye, Ukraine

SIR Lancelot Restaurant, Dec 2015– Sept 2016

- Determine staff needs and recruit staff;
- Assess development needs and train and coach staff;
- Set and monitor quality and service standards for staff;
- Communicate and enforce company policy, standards and procedures to staff;
- Organize and adjust staff rotas and schedules in accordance with available resources;
- Oversee the preparation and presentation of beverages to meet set standards;
- Resolve customer complaints promptly;
- Monitor cleanliness and hygiene of bar area;
- Promote and practice compliance with fire, health, safety and hygiene standards and regulations;
- Oversee accurate cash-up procedures and ensure necessary paperwork is complete;
- Ensure stock control procedures are correct;
- Monitor and order supplies;
- Deal with suppliers and sales representatives;
- Make sure all deliveries are checked in correctly and documentation is correct;
- Maintain regular communication with staff and management through meetings and discussions.

Head Waitress, Zaporozhye, Ukraine Hotel Marco Polo, Oct 2009 – Nov 2015

- Stay guest focused and develop an excellent guest experience;
- Understand customers' needs and preferences and make recommendations;
- Mix ingredients to prepare cocktails;
- Plan and present bar menu;
- Scheduling Staff Rotations;
- Interact with customers, take orders and serve snacks and drinks;
- Check customers' identification and confirm it meets legal drinking age;
- Comply with all food and beverage regulations;
- Organize promotional activities;
- Co-ordinate with bar staff to restock and replenish bar inventory and supplies;
- Prepare alcoholic or non-alcoholic beverages;
- Providing a professional, friendly and courteous service to all customers;
- Occasionally working at weddings, private parties & conferences;
- Dealing with guest complaints in a friendly and efficient manner;
- Overseeing staff to ensure clean bars, work areas, and tables.

Bartender/Waitress, Zaporozhye, Ukraine Rock and Roll Restaurant, Sept 2006 – Aug 2009

- Greet customers and present beverage menus;
- Make recommendations and answer all related inquiries;
- Check identification of customers to verify they are of legal drinking age;
- Take orders from serving staff or directly from customers;
- Record drink orders accurately into register system;
- Prepare and serve alcoholic and non-alcoholic drinks in accordance with standard recipes;
- Peel, slice and pit fruit for garnishing drinks;
- Mix and garnish cocktails according to standard specs;
- Serve snacks to customers seated at the bar;
- Upsell drink and snack items to customers;
- Respond promptly to requests from customers in a polite and professional fashion;
- Limit problems related to customers' excessive drinking by following established procedures;
- Process transactions using the POS system;
- Order and restock bar inventory;
- Slice and pit fruit for garnishing drinks.

Education and Qualifications

2004-2006 Administrative Management	Zaporozhye Electrotechnical College
2011 Mixology Master Class	'Shark Bar' Bartender School, Zaporozhye ,Ukraine
2006 Waiter and Bartender Course Ukrainian	Waiters and Bartenders Association, Zaporozhye
2020 WSET level 1	African+Eastern UAE
2021 WSET level 2	African+Eastern UAE

References

References are available on request.