



Viktoriia Vereteno

CONTACT

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- 📅 05.07.2001
- 🚩 Ukrainian

SKILLS

- Guest service
- Help management
- Handling
- Basic Math
- Verbal Communication
- Excellent Customer Service
- Resolve Conflict
- Teamwork
- Persistence
- High Energy
- Thoroughness
- Professionalism
- Client Relationships
- Physical Strength
- Stamina
- Patience
- Social Perceptiveness
- Positive Attitude
- Dependability
- Interpersonal Skills
- Stress Tolerance
- Dexterity
- Adaptability
- PROFESSIONAL SKILLS
- Conscientious
- Ambitious
- Reliable and professional

PROFESSIONAL SUMMARY

I am an experienced waiter seeking a full-time position in the field of yacht steward, where I can apply my knowledge and skills for continuous improvement. Hardworking and passionate job seeker with strong organisational skills eager to secure entry-level hospitality position. Ready to help team achieve company goals. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

WORK HISTORY

Housekeeper 05/2022 - Current
Holiday inn Hotels - Tonbridge, Kent

- Replaced sheets, duvets and pillowcases daily, maintaining spotless presentation standards.
- Maintained clean, safe environments for guests and staff, strictly following infection control policies.
- Serviced bathrooms with fresh supplies and regular cleaning.
- Interacted positively and professionally with residents, maintaining excellent service standards.
- Cleaned and returned vacant rooms to guest-ready status within specified timeframes.

Waitress 07/2020 - 02/2022
Restaurant "More/Sea" - Odessa, Ukraine

- Served meals and drinks with professionalism and skill, maintaining high presentation and quality standards.
- Provided friendly, courteous service, maximising positive customer satisfaction ratings.
- Kept guest tables neat and tidy by regularly clearing away dirty dishes, used glasses and wiping down surfaces.
- Warmly greeted guests upon arrival to create welcoming atmosphere.
- Resolved guest complaints promptly and professionally, notifying restaurant management of concerns.
- Trained new wait staff to deliver quality service and uphold brand standards.

Waitress 05/2020 - 07/2020
Sezam group - Odessa, Ukraine

- Served meals and drinks with professionalism and skill, maintaining high presentation and quality standards.
- Provided friendly, courteous service, maximising positive customer satisfaction ratings.

- Organized
- Time management
- Team player
- Fast learner
- Motivated
- Outgoing
- Customer-orientated
- Hospitality background
- Self-directed

LANGUAGES

English B2

Upper intermediate

Ukrainian B2

Upper intermediate

Russian C1

Advanced

Polish A1

Beginner

- Kept guest tables neat and tidy by regularly clearing away dirty dishes, used glasses and wiping down surfaces.
- Warmly greeted guests upon arrival to create welcoming atmosphere.

Sales Assistant

04/2018 - 09/2019

Bershka - Odessa, Ukraine

- Provided service with a smile, offering courteous, helpful advice to best meet customer needs.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Used product knowledge, sales abilities and customer relations skills to drive substantial profit increases.
- Received and processed product returns.

EDUCATION

Web design , 12/2022

Design class - Odessa, Ukraine

BACHELOR OF MARITIME LAW: Law , 09/2017

National University "Odessa Maritime Academy - Odessa , Ukraine