

VERONICA KRIJANOVSKI

PERSONAL STATEMENT

Currently, I'm a Media student working towards getting into university and studying Journalism. Personality-wise, I am responsible and work diligently to ensure every detail is considered. My calm and organised approach to tasks means that I can form business relationships easily and encourage a supportive work environment. Additionally, I enjoy working independently, as well as in a team, to achieve the goals and targets set. My ability to multitask means that I work well under pressure and can perform tasks quickly and effectively. Right now, I am seeking a challenging and friendly workplace where I might develop my skills.

EXPERIENCE

Waitressing staff | The Mexicano's, Staines | January 2023-

April 2023

As part of my role, I interacted with customers, providing an approachable and comfortable atmosphere. Working within my role, taught me to be more detail-orientated and be able to multi-task effectively in a high-pressure environment. Cooperating in a team and interacting with a variety of people day-to-day also helped me become more sociable and provide a more unique service to customers. Tasks I completed within my role included the following:

- *Trained new servers, ensuring a welcoming and efficient entrance into their role.*
- *Prepared smaller items such as mocktails, milkshakes, sauces, and ice cream.*
- *Cleared, cleaned, and set up tables, chairs and silverware quickly and effectively.*
- *Communicated with other staff members to develop cooperation within the team and allow for a smooth and organised service.*
- *Packaged deliveries accurately and communicated with external drivers to provide care for all clients.*
- *Called online customers to clarify orders and ensure satisfaction.*
- *Took and delivered customer orders accurately to provide a memorable experience.*

Waitressing staff | Sino Fine Dining, Virginia Water | May 2023- Present

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OBJECTIVE

Provide personal and efficient customer service and create a positive working environment within my team. Learn and grow my experience within your company/business.

SKILLS

- Can speak and write fluent Russian.
- Customer service.
- Attention to detail.
- Videography and art capabilities.

I have provided increasingly exceptional customer service at an upscale establishment, striving for attentive care and a welcoming atmosphere for customers. Outside of my role, I have taken photographs that have been implemented within the company's social media and print advertisements. Within the team, I continuously seek opportunities to grow and develop my abilities and encourage a friendly and productive line of communication so that service runs successfully. Tasks I have completed within my role included the following:

- *Took and delivered client orders accurately whilst suggesting and explaining menu items.*
- *Cleared, cleaned, and set up tables, chairs, linens, glass and silverware.*
- *Packaged deliveries on time to ensure satisfaction.*
- *Answered calls from customers whilst providing polite and informative responses.*
- *Mopped, scrubbed, and disinfected the premises to guarantee a hygienic and pleasant environment.*
- *Monitored and maintained stock levels of linen and cutlery, including polishing and drying utensils as well as folding napkins.*
- *Supervised tables, ensuring client needs were attended to, this includes topping up drinks and checking in with customers.*
- *Communicated with staff members and kept up to date with receipts to ensure a coherent running of service within front of house as well as the kitchen.*

EDUCATION

GCSEs | 25/8/22 | Chertsey High School

Maths (6), English Literature (9), English Language (9), Art and Design (8), Russian (9), History (6), Chemistry (4), Biology (4), Physics (5), Spanish (6).

L3 Creative Media Practice | Present | Farnborough College of Technology

As part of my studies, I am entrusted with expensive and delicate equipment that I work with off-campus. In addition, I must compile multiple, professional documents detailing my creative processes as well as legalities, ethics, and permissions. Furthermore, I consistently work to strict, tight deadlines efficiently and communicate effectively in a team as this is a huge part of my college course. When working on a project, I must be extremely organised and schedule all my tasks as well as assessing risks and obtaining permissions for sites I want to film in. Overall, this has taught me how to handle big workloads and break down projects into sections. Also, I have learnt how to have professional creative processes and justify every step of my work so that it is evidenced clearly for examination.