

Contact

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Skills

- Waitress training
- Restaurant cleaning
- Front-of-house hospitality
- Resolving customer concerns
- CAA regulations
- Shift assignment accountability
- Team management
- Lost and found processes
- Company culture and values
- Interpersonal communications
- Knowledge of international immigration policies
- Compliance and regulations
- Knowledge of TSA policies
- Meeting oversight
- Reports and documentations
- Reports and documentation
- Quality control
- Special needs support

Education

City of Bristol College

Bristol

Diploma of Higher

Education: Cabin Crew L2

Diana Horvathova

Experience

Waitress Supervisor

La Bella | Chemnitz Germany | May 2018 - May 2023

- Engaged effectively with various types of people.
- Monitored and verified staff task execution.
- Optimized client interactions to align with customer expectations.
- Ensured sanitation of work areas.
- Enhanced ability to work with diverse groups effectively.
- Executed financial transactions for various payment methods.
- Performed routine safety assessments.

Cabin Crew Member

British Airways | London | Feb 2014 - Apr 2018

- Maintained a secure environment for employees.
- Maintained consistent sales performance.
- Streamlined service operations.
- Ensured timely delivery of accurate medical passes.
- Validated and approved personnels' backgrounds.
- Performed a 35-meter swim successfully.
- Demonstrated excellent physical fitness.
- Recorded stature reaching 173cm.
- Achieved a weight of 60kg.
- Possesses excellent sight and hearing abilities.
- Completed six-week extensive cabin crew training.

Languages

Czech: First Language

English:

C1

German:

B2

Advanced

Upper Intermediate

Diploma
2014

Russian: A2

Elementary