

# Curriculum Vitae

## PERSONAL INFORMATION

**Ergen Deliu**

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## WORK EXPERIENCE

06/2010 – 08/2012

**Waiter - Fly Room Club, Tirane, Albania**

Performing a variety of tasks, from stocking supplies, serving, charging people for the service, handling cash, credit cards, cleaning tables and counters, resetting tables and greeting customers.

09/2012 – 02/2014

**Waiter – Elfo Pub, Perugia, Italy**

perform a variety of tasks, from serving, charging people, handling cash, credit cards, cleaning tables and counters, resetting tables, greeting customers and answering questions.

02/2014 – 03/2015

**Waiter – Sheraton Hotels & Resorts, Tirana, Albania**

03/2015 – 08/2016

**Head Waiter - Sheraton Hotels & Resorts, Tirana, Albania**

Include familiarizing guests with menu and daily specials, accurately recording food and drink orders, running multi-course meals, and tallying bills.

Menu knowledge: Memorize details of daily specials, seasonal menu items and options. Satisfaction of our guests is the main priority all the time.

09/2016 – 12/2017

**Shift Supervisor – A La Sante(International cuisine),Tirana,**

**Albania**

Oversee all restaurant operations to ensure that restaurants run smoothly. Training and supervise restaurant staff, ensure compliance with food health and safety regulations, and resolve customer complaints

01/2018 – 12/2018

**Head Waiter – Nomad Urban Eatery, Seef, Bahrain**

Manage all the waiters, making sure that everything is running smoothly, and typically deal with any customer complaints. Welcoming customers and take them to the right table. Often, also manage phone reservations.

12/2018 – Present

**Restaurant Supervisor – Joe's Café , Manama, Bahrain**

Setting goals for performance and deadlines in ways that comply with company's

plans and vision. Organizing workflow and ensuring that employees understand their duties or delegated tasks. Monitoring employee productivity and providing constructive feedback and coaching. Reporting directly to the restaurant manager and providing satisfaction to all the guests.

## EDUCATION AND TRAINING

09/2010–05/2015

**Finance and Banks, Second Level Economic Professional School,**

**Tirana (Albania)**

07/2018 – No Expiration

**Basic Food Hygiene Certificate**

## PERSONAL SKILLS

**-Customer Service** - Taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met.

**-Communication** - Giving and receiving different kinds of information. Some examples include communicating ideas, feelings or what's happening around you.

**-Organisation Skills** - Ability to efficiently manage your time, workload and resources, improving productivity and lower stress level. Also able to schedule and prioritize different projects.

**-Teamwork** - Day-to-day operations run more smoothly. Finally, the business benefits from teamwork. When employees feel like they are part of a team, they're more supportive of each other and morale is higher

**-Presentation** - Delivering effective and engaging presentations to a variety of audiences. These skills cover a variety of areas such as the structure of your presentation, the design of your slides, the tone of your voice and the body language you convey

## LANGUAGE AND ABILITIES

Mother Tongue: Albanian

Foreign Language : English B1

Foreign Language: Spanish A1

Microsoft Word

Page setup

- Comparing and merging documents
- Creating forms using fields and advanced tools
- Creating and using templates
- Sharing and protecting documents
- Formatting tables
- Formatting documents