



Silvina Joana Pilquiman

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Profile

More than 10 years of experience in hospitality and gastronomy. I have good knowledge about wines. Able to provide excellent service to ensure customer satisfaction and with the goal of leveraging my knowledge to effectively perform a service position in your restaurant.

Education

Fly Attendants Mar 2012 – Dec 2012
CENEAS, Buenos Aires

Professional Chef Mar 2013 – Dec 2013
IAG Argentine Institute of Gastronomy, Buenos Aires

Fashion Designer Mar 2014 – Dec 2017
UADE Argentine University of Business, Buenos Aires

Employment

Tailor Apr 2024 – Jan 2025
Celebrity Cruises, Miami

- Repairs of uniforms for all crew onboard and guest (whoever requires it). And damage linen for the housekeeping department.
- Help the linenkeeper.
- Keep the workshop clean and tidy

Waitress Oct 2022 – Jan 2023
Cipriani, Doha

- Prepared room and tables with necessary utensils and settings before service.
- Review the menu of the day.
- Escort guest to his table.
- Take guest order.
- Be attentive to the guest's needs.
- Prepare the food account and make the payment.
- Clean all work area.

Waitress Oct 2019 – Jan 2020
Celebrity Cruises, Miami

- Assist in setting up tables and preparing for service by placing tableware and other dining accessories on tables.
- Welcome and seat guests, ensuring accurate seating arrangements are maintained for efficient serving and support to senior waitstaff.
- Make menu recommendations, answer questions and share additional information with restaurant customers
- Write customer food orders on receipts, memorize orders, and enter

Personal details

Nationality
Argentina

Skills

Teamwork
Proactive
Service-focused
Adaptability
Resolver problemas
Communication
Flexibility

Languages

Ingles

Italiano

Spanish

Hobbies

- Sewing
- Traveling
- Reading
- Hospitality
- Writing

orders for transmission to kitchen staff

- Present wine samples for guests to try, open bottles for them with their approval. Serve dishes and drinks
- Provided attentive and personalized service to ensure a superior dining experience for guests.
- Prepare the account and make the payment.
- Maintained a clean and organized dining environment to enhance guest satisfaction and uphold establishment standards.

Assistant Waiter

Sep 2018 – Aug 2019

Celebrity Cruises, Miami

- Prepare tables with clean tablecloths and cutlery.
- Assisted head waiters in serving food and beverages to guests efficiently.
- Communicated with kitchen staff to ensure accurate and timely food orders.
- Ensured drink refills and attended to guests' additional requests promptly.
- Maintained a clean and organized serving station throughout the shift.
- Ensured an organized and clean serving station, complying with hygiene standards throughout shifts.
- Provided excellent guest service with a positive attitude to ensure an enjoyable dining experience.

Waitress

Oct 2017 – Oct 2018

Hotel Faena, Buenos Aires

- Prepare tables with dishes and glassware.
- Greeted guests warmly and ensured their needs were met promptly.
- Write customer food orders on receipts, memorize and enter the orders to transmit them to the kitchen staff.
- Use of Maxirest. Take orders at the table and drinks. Remove dirty dishes, clean the tables.
- Managed multiple tables efficiently during busy dining hours.
- Cleaning all work areas.
- Handled payment and transactions accurately while providing friendly service.

Waitress

May 2016 – Aug 2017

Il Quotidiano, Buenos Aires

- Prepare room, tables with utensils.
- Assisted with menu recommendations and upselling of dishes
- Bring the food and drinks down to the table.
- Managed payment transactions and balanced cash drawers.
- Cleaning all work area.

Waitress

Nov 2015 – May 2017

Hotel Sheraton, Buenos Aires

- Managed opening and closing shift activities including table setup and clearance.
- Prepare tableware, jugs, snacks, bread baskets.
- Social events, birthdays, weddings.
- Beverage trayng and Canapes, Replacement of buffet meals.