



Vanesa Bernal

Phone number: +549 1122788761

vanesabernal.92@hotmail.com

Santiago del Estero 535, Monserrat, CABA

Nationality: Argentina

ID: 36684979

WORK EXPERIENCE

Casa Lucia Hotel (September 2023-Present)

Hostess *Welcome guests to the restaurant with a warm and professional demeanor, ensuring they feel comfortable and valued from their arrival. Efficiently manage bookings and reservations, ensuring schedules are meticulously organized to maximize dining room capacity and guest satisfaction. Provide personalized recommendations for dining options based on individual preferences and dietary needs, enhancing the overall dining experience. Actively promote additional services such as special event bookings and private dining options, contributing to increased revenue and guest satisfaction. Address inquiries regarding menu options, pricing, and special requests promptly and courteously. Maintain cleanliness and organization in the reception area and waiting lounge, creating an inviting atmosphere for guests. Collaborate closely with kitchen and serving staff to ensure seamless service delivery and guest satisfaction. Perform administrative tasks including managing guest records, coordinating future reservations, and ensuring inventory control of restaurant supplies and merchandise.*

Celebrity Cruises (April 2022-August 2023)

Last position: Waitress. *Provided exceptional service in accordance with Celebrity standards, offering detailed menu explanations, accommodating dietary restrictions, and remembering guest preferences. Actively promoted and sold reservations for Specialty Restaurants, contributing to increased revenue. Previously as Assistant Waiter, assisted in delivering attentive service in the Main Dining Room and buffet areas, anticipating and fulfilling guests' needs.*

Four Seasons Buenos Aires Hotel (September 2019-March 2020)

Hostess. *Welcome guests to Elena. Escort guests to their tables and provide menus, introducing waitstaff by name. Manage reservations and coordinate private parties, ensuring accurate quotes. Provide precise wait times and manage waiting lists efficiently. Bid farewell to departing customers, ensuring a pleasant departure experience. Cater to guests requiring special attention and handle incoming calls, addressing inquiries promptly. Assist wait staff as required to ensure smooth service operations. Support management with administrative tasks including menu updates, printing, staff guides, and other duties as assigned.*

Intercontinental Hotel Buenos Aires (August 2018-September 2019)

Front Waitress/hostess. *Performed exemplary service by greeting guests courteously, taking orders accordingly, and making sophisticated recommendations when requested which resulted in great customer satisfaction rate based on feedback surveys.*

Mía Disco, Porto Recanati, Italy (Winter 2014- Summer 2016)

Worked as a Runner and later as a Hostess, managing guest flow and ensuring a welcoming atmosphere.

Hard Rock Café Recoleta. CABA (May 2011- August 2018)

Server and hostess. *Delivered exceptional service in adherence to Hard Rock Café's standards, taking and delivering orders promptly and courteously. Effectively upsold menu*

items, beverages, and merchandise, contributing to increased revenue. Collaborated closely with kitchen, reception, and bar teams to ensure a cohesive and enjoyable guest experience.

EDUCATION

High School Diploma in Economics and Management of Organizations. *Dolores Rodriguez Sopena Institute*. (2007)

ANOTHER KNOWLEDGES AND SKILLS

- Languages: Spanish (Native), Intermediate-Advanced English, Basic Italian, Basic Portuguese.
- Advanced computer skills including databases and Advanced Excel.