

**Paola Cauteruccio**  
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Name: Paola Rosanna Cauteruccio  
Place of Birth: Milton Keynes (UK)  
Year of Birth: 1984  
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#### **Current Personal Profile & Objectives:**

A versatile and enthusiastic team player yet self-motivated when working alone utilising own initiative to complete any given task to a high standard. I thrive on challenges, confident when taking on new ideas or concepts and competently thorough in any job undertaken. Effective communicator using a natural flair of persuasion when dealing with people from all walks of life and looking to use existing skills and gain new ones within the restaurant, hotel and welcome, tourism and commercial and sales field.

#### **Transferable Skills:**

- ***Organised with good time management skills***
- ***Aware of the importance of maintaining high levels of customer service***
  
- ***Able to work under pressure or when meeting deadlines***
- ***Effective when multi-tasking, prioritising work loads methodically***
  
- ***Resolve problems in a calm, diplomatic and professional manner***
- ***Fluent in Italian both verbal and written***

#### **Work Summary:**

**2013 – 2014 L’Ancora Restaurant Bar Lido (Marion Elaine Birkett) Barista – Bar Manager**

Managed the organization and quality of service, upselling and obtaining objectives requested by the employer. Also managed staff tasks and orders of merchandise, providing excellent customer service and quality of service for bar and lido.

**2012 – 2013 Scaleannunci.it (Stayinsouthernitaly Ltd) Sales Executive**

Managed marketing, sales and promotion campaigns online for companies and private customers.

**2009 – 2013 Intertourtravel (Stayinsouthernitaly Ltd) Web Developer - Sales Exec.**

Technical setup and web development for company websites in html and php coding, involving the construction of online tourist brochures on Joomla platforms with online accommodation and holiday booking on Jomres reservation system, learning and working with programs like Adobe Dreamweaver and Photoshop and FTP & SSH protocols for server communication.

Sold company products & services to hotel and accommodation providers to be inserted in company online booking circuits.

**2008 – 2009 The Plough Wavendon (Woburn Inns Ltd) Waitress – Supervisor**

Worked with the Gen. Man. for the organization of floor service based on the event, waited on tables while maintained organization of the service and supervised staff accordingly, sold the recommended dishes and took customer orders, providing personal customer service for which I received personal commendations.

**2006 – 2008 Aroma & Gusto Co Uk (Livesites Ltd) Sales Executive**

Dealt with customers and sold recommended products, providing customer service to customer satisfaction.

**2001 – 2005 Riviera dei Cedri (Italy)**

**Commis – Dessert & Sous-Chef**

Started with full-time kitchen commis Chef for my family owned restaurant “Riviera dei Cedri”, catering up to 200 covers in high season for restaurant and up to 100 pizzas per evening, until I became...

Full-time Sous-Chef catering in high season up to 200 covers, also in charge of the Pizzeria, making around 100 pizzas per evening, of 2 kitchen assistants, 2 kitchen cleaners and 2 pizzeria assistants and dealing with deliveries and baked, confectioned and decorated desserts for hotel customers.

**Education:**

**2003** - IPSSAR (Praia a Mare, Italy) 3yr studies in hotel reception, front of house & bar and kitchen & food preparation

**1999** - St. Bernard’s High School (Southend-on-Sea, England)

**Qualifications:**

**2003** - “Qualifica in Laboratorio di Cucina” - Qualified Chef in food preparation

**Training:**

**2007** Attended a 2 day Retail Suits You course for Retail and Customer Service Skills improvement, as well as a one week work experience in Mexx store, being trained on merchandising, replenishment and store standards, but concentrated mostly on the customer's needs, enthusiastically helping and advising them to choose the right items for the right occasions.

**2004 – 2005** Completed a home study course in IT for Word, Outlook, CorelDraw, Corel Photopaint, Frontpage and Dreamweaver.

**Hobbies/Interests:**

Very much enjoy dancing, miscellaneous music, reading books and watching catching movies.

I have a clean driving licence and drive my own car.

***References available on request***