



# Aggelos Petsi

Restaurant & Bar Executive

## CONTACT

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ADDRESS : Artemidos 24, Athens, Greece

## SKILLS

Food Safety

Inventory

Leadership

Time Management

Problem Solving

Customer Service

Communication

Giest Relations

Multitasking

## LANGUAGES

English

Greek

Albanian

German Language

## HOBBIES

Basketball

Cinema

PR on NightClubs

## OBJECTIVE

Working and studying the hospitality industry, the passion of service quality, menu's costing, inventory's costing and innovation are always my strongest interests and the main area of my focus. I am able to create and promote memorable and unique experiences for every guest in order to understand the differential parts of hospitality and guest relations through it. Leadership, self-motivation, problem solving, time management and excellent team working are some of my strongest assets.

## EDUCATION

Bachelor Degree | 10/2019-05/2021

*University of Derby*

Executive Diploma | 09/2017-05/2019

*New York College of Bolton University*

Diploma of Seminars | 04/2021-06/2021

*Harvard Kemnedy Business School*

Certificate | 09/2019-12/2019

*GrowthWheel Imternational Inc.*

Fine Dining & Wine | 01/2018-04/2018

*New York College*

## EXPERIENCE

Receptionist & Guest Experience | 12/2017-04/2018

*THISSIO VIEW HOTEL*

Description...

Assistant Food & Beverage Trainee | 05/2018-10/2018

*Atlantica Hotels & Resorts*

Description...

Assistant Waiter | 10/2018-02/2019

*Grand Hyatt Athens*

Description...

Shift Leader | 02/2019-02/2020

*Wyndham Grand Hotels*

Trained and prepared, to be ready to perform and take the responsibilities of my superior's and my supervisor's absence. Directing and managing the processes of the restaurant and of the in-room-dining for two shifts. Ensuring and showing the high standards of the company to the guests through unique and great experiences.

Chéf De rang | 04/2020-01/2021

*Alegria Restaurant*

Operationalise and manage all customer interactions. • Seating. • Recommending, suggesting and upselling menu items. • Taking orders. • Managing the set up for breakfast, lunch and dinner.

Barista & Customer Service | 04/2021-12/2021

*Four Seasons Hotels & Resorts*

Successfully assisting in the achievement of targets while maintaining high standards of customer service. • Introduce new drinks to customers and ensure rise in sales • Providing a professional, friendly and courteous service to all customers. • Taking orders from customers in the seated bar area. • Dealing with guest complaints in a friendly and efficient manner. On August of 2021 I was announced by my outlet as employee of the month.

Bar & Breakfast Executive | 12/2021-Present

*Electra Hotels & Resorts*

Description...

Event Outlet Supervisor | 03/2022-Present

*Golf Prive of Athens*

Description...

## CERTIFICATES

Competency in English Diploma | 01/2015-01/2016

*University of Michigan*

Objective...