

# MARILENA N

## Hostess

Ilion-Athens, 13121 Greece ◆ XXXXXXXX ◆ xxxxxxxx@gmail.com



## Professional Summary

My priority in my professional journey is the utilization of my knowledge and the opportunities that will be given to me, which together with hard work will give me my professional development.

Proactive and goal-oriented professional with excellent time management and problem-solving skills.

Known for reliability and adaptability, with swift capacity to learn and apply new skills. Committed to leveraging these qualities to drive team success and contribute to organizational growth.

## SKILLS

- Language skills: Greek-Albanian (mother tongues), English (C2 Level), German (B1 Level), Spanish-Italian (A2 Level)
- Problem solving
- Active learning
- Handling complaints
- Strong multitasking
- Cleanliness and hygiene
- Interactive communication skills
- Restaurant operations
- Detail-oriented
- Ordering procedures
- Floor plan organization
- Dietary restriction knowledge

## PROFESSIONAL EXPERIENCE

**Restaurant Hostess, 05/2025 - Current**

**One and Only KeaIsland – Kea**

- Checked in with servers to confirm preparedness before seating customers.
- Resolved guest complaints professionally, taking appropriate action to address issues and improve future experiences.
- Assisted in maintaining a clean and inviting restaurant environment by clearing tables and setting up for the next guests.
- Promoted repeat business through engaging conversations with guests, remembering preferences, and personalizing their experiences.
- Assisted FOH and BOH staff to drive smooth service execution and maximize guest satisfaction.

**Waitress**,02/2025 - 04/2025

**A for Athens** – Athens

**Waitress**,08/2024 - 09/2024

**Italian Restaurant** – Germany

- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.

**Seller**,11/2023 - 05/2024

**Bakery** – Germany

- Utilized product knowledge to educate customers on features and benefits.
- Consistently met or exceeded monthly sales targets through diligent prospecting and follow-up activities.

**Waitress / Team Leader**,10/2021 - 10/2023

**Italian Restaurant** – Germany

- Remained calm and poised when dealing with difficult customers or during busy shifts.
- Maintained database systems to track and analyze operational data.
- Educated staff on organizational mission and goals to help employees achieve success.
- Created and managed project plans, timelines and budgets.

**Bartender**,09/2020 - 10/2021

**Greek Restaurant** – Germany

- Kept bar presentable and well-stocked to meet customer needs.
- Managed cash handling duties responsibly, ensuring accurate accounting at the end of each shift.
- Efficiently opened or closed the bar according to established procedures, ensuring preparedness for each shift.

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## EDUCATION

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Hotel Administration, 09/2025

**Ecole Hotellerie de Lausanne**

STUDYINGHOTELADMINISTRATION

Executive of Hospitality Units, 09/2025

**Isaek Akmi-Athens**

STUDYINGEXECUTIVE OF HOSPITALITY UNITS

Preschool Studies And Pedagogy, 07/2023

**Ausbildung** - Germany

## STUDIED PRESCHOOL STUDIES AND PEDAGOGY (NOT COMPLETED)

German Course B2, 08/2022

**Volkshochschule** - Germany

GERMAN COURSE B2 (NOT COMPLETED)

German Course B1, 03/2022

**Volkshochschule** - Germany

GERMAN COURSE B1 (COMPLETED)

**High School:** 06/2020

**40 Geniko Lykeio Iliou** - Athens

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## HOBBIES

Travelling, Reading Books

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## ACTIVITIES

- 04.02-04.03.2025 EDUCATIONAL SEMINARS "FRONT DESK MANAGEMENT" 17.01.2025
- EDUCATIONAL SESSION "DIETARY REQUIREMENTS & ALLERGIES" BY GROUP SANI IKOS  
12.12.2024 HELLENIC TOURISM CONFERENCE AT GRAND HYATT ATHENS 04.12.2024
- SPORTS TOURISM CONFERENCE AT WAR MUSEUM OF ATHENS 22.11.2024 EDUCATIONAL  
SESSION "WINE SERVICE & WINE VARIETIES" BY GROUP SANI IKOS
- 16.04.2023-10.05.2023 INTERSHIP IN INTERNATIONAL LANGUAGE KINDERGARTEN  
(SPAIN)
- 20.02.2023-10.04.2023 INTERSHIP IN KINDERGARTEN (GERMANY)