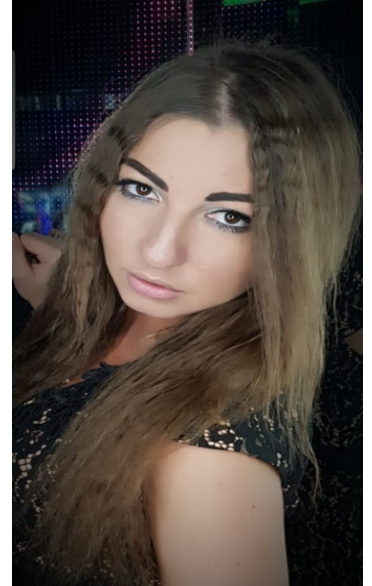


YANA VOLYK

Reception & Administration

Head Hostess

Ukrainian.
24/12/1988.
Single.
Dubai - UAE
+971 502788435
volik241288@mail.ru



About Yana

Responsible and result-oriented person who has six-year experience in the sphere of sales, marketing and customer service.

Dedicated, friendly with excellent interpersonal and communication skills, adept at handling customer needs and inquiries while supervising the overall restaurant experience.

Sharp appearance and terrific personality combined for a great first and overall impression to guests.

I am looking for a position where I will be able to constantly develop myself, demonstrate and contribute to the brand while continuing to set highest standards.

Qualification & Education

2007 – 2011

Economics Faculty, Kramatorsk - Ukraine

Economics & Social Sciences,

Languages

English: Fluent Written & Spoken

Russian: Mother Tongue

Ukrainian: Mother Tongue

YANA VOLYK

Reception & Administration

Head Hostess

Experience

July 2018 - Current

Head Hostess within Mirage Nightclub, Dubai - UAE

Ensure an excellent customer experience and also coordinate teams of hostesses. Daily activities a Head Hostess usually performs are greeting customers, escorting them to tables, monitoring seating, informing customers on wait period, making sure tables are cleaned after use, taking phone calls for reservations, and thanking customers upon departure.

Dec 2017 – July 2018

Hostess within Ginza Restaurants – Real Madrid, Dubai - UAE

Providing high level reception and administrative support, taking phone calls, replying to emails and providing information to the guests. Arranging all guests Special inquiries and maintain guest database details.

Assist service team on rush time.

Dec 2014 – Dec 2017

Administrator at 'Miracle Garden Landscaping FZE, Fujairah - UAE

Providing high level clerical and administrative support, taking phone calls, relaying to messages and providing information to the customers. Arranging appointments, Typing documents, managing filing activities, organizing meetings and preparing agendas.

September 2013 – July 2014

Sales representative of VIP networks at 'VIOLA, LUCAS Co.', Donetsk - Ukraine

Customers counseling, accounting & taking order.

August 2011 – September 2013

Trade marketing supervisor at 'ZEUS, OLYMPUS Co.', Kramatorsk - Ukraine

Promotional activities, staff recruitment and training Assessment of employees' performance. Maintenance of administrative and analytical records, conducting audits, counseling sales representatives and accompanying them to improve their performance. Management and control of active sales, collecting and providing information about performance of competitors.

March 2009 – August 2011

Chain merchandiser at 'ZEUS, OLYMPUS Co.', Kramatorsk - Ukraine

Customers counseling, accounting, taking orders & displaying products according to a planogram.

March 2008 – March 2009

Retail merchandiser at 'ZEUS, OLYMPUS Co.', Kramatorsk - Ukraine

Customers counseling, Accounting, taking orders & displaying products according to a planogram.