

Adela Kavrikova

Crew member, Supervisor - Burger King Southend

Westcliff SS0

adela.kavrikova@seznam.cz - 07423567842

I was born 7.10. 1993

WORK EXPERIENCE

Cake Decorator

Cake box Southend - Southend - January 2017 to Present

- cake decorating
- customer service
- daily cleaning jobs
- management basics

Crew member, Supervisor

Burger King Southend - Southend - October 2016 to Present

Southend on sea, UK

Demonstrated integrity and honesty whilst interacting with guests, team members and managers.

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Customer care and sales

ACS Czech - October 2014 to August 2015

republic (call centre for Vodafone CZ) - Czech republic

Effectively managed a high volume of inbound and outbound customer calls.

Answered a constant flow of customer calls with up to 3 calls in queue per minute.

Addressed and resolved customer product complaints empathetically and professionally.

Acted professionally and patiently when addressing negative customer feedback.

Greeted customers and provided excellent customer service

- 2014 to 2014

Prepared drinks and ice cream items.

Assembled food orders while maintaining appropriate portion control.

Diligently restocked work stations and display cases.

Cooked and packaged large batches of food that were prepared to order or kept hot until needed.

Verified that prepared food met all standards for quality and quantity.

Floor crew member

Cinema City, Czech - August 2013 to December 2013

republic - Czech republic, Usti nad Labem

Greeted customers entering the cinema to ascertain what each customer wanted or needed.

Earned management trust by serving as key holder, responsibly opening and closing cinema.

Selled tickets and cooperated with other crew members.

Communicated with customers about movies and giving them right advices.

Supervisor

McDonalds Czech - June 2010 to July 2013

republic - Czech republic, Usti nad Labem

Consistently provided friendly guest service and heartfelt hospitality.

Demonstrated integrity and honesty whilst interacting with guests, team members and managers.

Prepared all food orders within a 2-3 minute time frame.

Prepared a variety of foods according to customers' orders or supervisors' instructions, following approved procedures.

Followed food safety procedures according to company policies and health and safety regulations.

Communicated openly and honestly with the management team during each shift to ensure it ran smoothly.

EDUCATION**Secondary Education Exam**

Dr. Vaclav Smejkal Gymnasium