



Paula Kalmándy-Pap

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Work experience

2016 – 2017 – Balkán Bisztró (Pécs) – General Manager

- Delegates administrative tasks, such as accounting, paperwork, and payroll
- Oversight, deliveries and implementation of operating model and policies
- Doing regular stocktakes, ordering and handling deliveries as necessary
- Recruiting, training and motivating staff / Leading and directing employees
- Ensures smooth and excellent customer service in any aspects of hospitality

2015 – 2016 – BIRD (London) – Supervisor

- Trained new floor / bar staff on POS system, guest services, company policies and procedures

- Provided exceptional customer service
- Resolved customer concerns efficiently and expeditiously

2014 – The Bull & The Hide (London) – Bar staff, waitress

2013 – Enoteca & Bistro Corso (Pécs) – Bar staff, waitress

2013 – Malatinszky Winery (Pécs) – Shop assistant

Education

Viticulture and Oenology Engineering (Bsc) - University of Pécs

Janus Pannonius Secondary Grammar School, Pécs (2004-2010)

Language abilities

English - full working proficiency

German / Italian / Russian - communicational level

(Certificate of English C1 and German B2)

Other competences

Proficient in Microsoft Word and Excel

Flight Attendant Certificate (MALÉV 2012)

Driving Licence (2010)