
Fabio D'Anna

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SUMMARY

I am an organized, responsible, hard-working person with experiences in customer service. Able to work in a team, under pressure and possess good personal skills, along with wiliness to always learn something new.

LANGUAGE:

Italian : native language

English : ielts over all 7

Good understanding of Spanish and French

EDUCATION

Australian Institute of Business & Technology - *Diploma of Information Technology ICT501115* - 14 March 2019

Canterbury Technical Institute - *ICT50718 Diploma of Software Development*- 15th March 2021

Canterbury Technical Institute- *Advanced Diploma of Information Technology* 29th May 2022

EXPERIENCE

03/2015 – 11/2016

WAITER AND BARMAN, LIVING-MILANO

- **Customer Service:** Delivered excellent service by welcoming guests, taking orders, and ensuring a positive dining experience.
- **Food and Beverage Service:** Assisted in food and drink preparation and served items promptly and accurately.
- **Menu Knowledge:** Provided detailed information about menu offerings, including food and beverage pairings, to assist guests with their choices.
- **Team Collaboration:** Worked closely with kitchen and front-of-house staff to maintain efficient service flow during busy shifts.
- **Hygiene and Safety Compliance:** Maintained cleanliness and followed health and safety protocols to uphold the restaurant's standards.

15/12/2016 – 05/06/2017

WAITER, GUSTO DA GIANNI

- **Customer Service:** Delivered excellent service by welcoming guests, taking orders, and ensuring a positive dining experience.
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06/06/2017 – 17/03/2018

WAITER AND BARTENDER, TARTUFO RESTAURANT

- **Customer Service:** Delivered excellent service by welcoming guests, taking orders, and ensuring a positive dining experience.
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- **Menu Knowledge:** Provided detailed information about menu offerings, including food and beverage pairings, to assist guests with their choices.
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18/03/2018 – 12/02/2019

FLOR MANAGER, PREGO PIZZERIA

- **Team Leadership and Supervision:** ensuring effective task delegation, performance monitoring, and clear communication to achieve business objectives.
- **Operational Management:** Oversaw day-to-day operations, including stock replenishment, and workflow optimization, to ensure efficiency and adherence to company standards.
- **Customer Service Excellence:** Maintained high levels of customer satisfaction by addressing complaints, resolving issues promptly, and implementing strategies to improve the customer experience.
- **Staff Training and Development:** Conducted onboarding, provided regular coaching, and supported team members in developing their skills and knowledge to meet role expectations.
- **Compliance and Safety:** Ensured that all team activities adhered to company policies and legal requirements, including health and safety standards.

18/02/2019 - 22/09/2019

FLOR MANAGER, THE ITALIAN PLATE

- **Team Leadership:** Supervised and motivated employees to meet service standards and achieve operational goals.
- **Daily Operations Management:** Coordinated staff schedules, monitored service flow, and ensured smooth daily operations.
- **Customer Relations:** Addressed guest inquiries and resolved complaints to enhance the overall dining experience.
- **Staff Training:** Delivered onboarding sessions and ongoing training to improve employee skills and productivity.
- **Health & Safety Compliance:** Enforced hygiene and safety standards to maintain a clean and compliant workplace.

25/09/2019 - 22/03/2020

FLOR MANAGER, Belvedere Bar and Grill

- **Team Leadership:** Supervised and motivated employees to meet service standards and achieve operational goals.
- **Daily Operations Management:** Coordinated staff schedules, monitored service flow, and ensured smooth daily operations.
- **Drink List Development:** Designed a tailored drink menu aligned with the venue's ambiance and food offerings, ensuring cost-effectiveness through research and supplier negotiations.
- **Customer Relations:** Addressed guest inquiries and resolved complaints to enhance the overall dining experience.
- **Staff Training:** Delivered onboarding sessions and ongoing training to improve employee skills and productivity.
- **Health & Safety Compliance:** Enforced hygiene and safety standards to maintain a clean and compliant workplace.

25/03/2020 - 22/03/2021

Retailer, La Casa vita furniture shop

Customers service, package preparation and shipping

29/03/2021- 13/02/2023

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14/02/2023 11/08/2023

WAITER AND BARTENDER, The Courthouse Restaurant

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- **Team Collaboration:** Worked closely with kitchen and front-of-house staff to maintain efficient service flow during busy shifts.
- **Hygiene and Safety Compliance:** Maintained cleanliness and followed health and safety protocols to uphold the restaurant's standards.

12/08/2023- currently working

RESTAURANT MANAGER, The French Table

- **Team Management:** Oversaw a team of [X] employees, promoting teamwork and accountability.
- **Service Coordination:** Organized daily workflows to ensure timely and consistent service delivery.
- **Beverage Strategy:** Developed a bespoke drink menu that harmonized with the food menu and venue's ambiance, optimizing costs through thorough market research.
- **Customer Satisfaction:** Handled guest complaints and feedback to ensure a positive dining experience.
- **Training and Mentorship:** Supported staff through training initiatives and mentorship to enhance role competency.
- **Safety & Hygiene:** Maintained a safe and clean environment in line with industry regulations.