



Gabriela Silav

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ABOUT ME

- Teamwork, • Good communication skills. • Seriousness and responsibility towards fulfilling professional tasks, • Experience in communication with customers
- Understanding needs and the ability to satisfy assigned situations or tasks as quickly as possible. • Adaptability and ability to work at an intense and sustained pace • Calm and Patient Person

PROFESSIONAL EXPERIENCE

Ț **ASSOCIATION FOR SUPPORT IN THE DEVELOPMENT OF THE SOCIAL ECONOMY – IRCAS – TULCEA, ROMANIA**
PUBLIC RELATIONS AND COMMUNICATION ASSISTANT – 04/12/2024 – ONGOING

Innovative activities that facilitate the transition from school to the labor market by implementing innovative and non-formal working methods

Ț **SC GREEN SKY GARDEN SRL – TULCEA, ROMANIA**

HOSTING – 01/11/2023 – 12/09/2025

Main activities:

Ț taking food and beverage orders in an efficient and professional manner; Ț paying due attention and ensuring impeccable service to customers; Ț knowing the menu so as to be able to provide competent information regarding dishes, cutlery and beverages in any situation.

Specific tasks and duties: Ț exemplary customer service; Ț performing other current tasks assigned by the direct superior, in accordance with the immediate needs of the unit.

Job responsibilities:

Ț assuming responsibility for the correctness of the preparation and collection of invoices; Ț responsibility for the quality of the services provided.

Post authority:

Ț He is authorized to ensure impeccable service to customers with the products/food/drinks ordered by them.

Ț **SC MACRI BEST SRL – TULCEA, ROMANIA**

HOSPITALITY – 01/12/2022 – 30/10/2023

Main activities:

Ț taking food and beverage orders in an efficient and professional manner; Ț paying due attention and ensuring impeccable service to customers; Ț knowing the menu so as to be able to provide competent information regarding dishes, cutlery and beverages in any situation.

Specific tasks and duties: Ț exemplary customer service;

ȳ performing other current tasks assigned by the direct superior, in accordance with the immediate needs of the unit.

Job responsibilities:

ȳ assuming responsibility for the correctness of the preparation and collection of invoices; ȳ responsibility for the quality of the services provided.

Post authority:

ȳ He is authorized to ensure impeccable service to customers with the products/food/drinks ordered by them.

ȳ **SC ENVY G EVENTS SRL – TULCEA, ROMANIA**

RESTAURANT MANAGER – 01/03/2022 – 30/11/2022

Main activities:

- Supervising the dining room in terms of appearance, facilities, cleanliness and hygiene; - Supervising and coordinating the activities of waiters, bartenders and busboys; - Maintaining good working relationships between colleagues from all departments of the unit; - Scheduling and organizing festive events; - Efficiently resolving all customer requests and/or complaints.

Specific tasks and duties:

- Planning and organizing the restaurant's activity so that it is possible to attract new loyal customers and retain existing ones.

Job Responsibilities: - Responsible

for the quality of services provided in the restaurant.

- Responsible for the quality of the work of subordinate staff.
- Responsible for promptly resolving customer requests and/or complaints.

ȳ **SEA CHEFS RIVER CRUISES – LIMASSOL,**

CYPRUS Company **or sector of activity** Accommodation and restaurant services **Department** Tourism/Cruise ship

WAITRESS – 23/06/2016 – 07/01/2022

During this period I worked on the following cruise ships:

1. TM Jewel
2. TM Sappnhire, 3.
- Amasonata, 4.
- Amadagio

General Attributes:

- 1) Performs his/her activity responsibly, in accordance with professional regulations and job requirements;
- 2) Proposes work procedures within the Administrative Service
- 3) Application of the requirements of the Organization and Operation Regulations, the Internal Order Regulations and Internal regulations;
- 4) Applying and complying with the norms and procedures regarding the development, approval, approval, recording, dissemination, modification, archiving of all documents used within the Administrative Service;
- 5) Responsible for maintaining in good condition and using the equipment and devices they work with properly;
- 6) He is obliged to maintain the confidentiality of the data and information of which he is aware due to the specifics of his position or which are presented with this character by the Financial and Accounting Director, the Manager of the Institute;

Specific duties:

- 1) Picks up and transports food portions from the kitchen to the office/dining room/wards to the bed of the person being cared for as

follows: • Food is transported strictly following hygiene rules and circuits; • Food distribution is done respecting the diet indicated by the doctor and the established time intervals

- 2) Sanitize the dishes as follows:

• The dishes are cleaned and disinfected in the food offices according to specific rules, whenever necessary to interrupt the epidemiological chain, following the work instructions and procedures approved at the institute level, wearing the special equipment intended for this purpose.

• The dishes are sanitized after each use, using specific sanitizing materials. **3)** Respects food hygiene, cleans and disinfects surfaces (tables, worktops, sinks), dish cabinets, stove, dishwasher, utensils in the food office in the dining room, following the procedure; **4)** Respects functional circuits in offices/dining rooms; **5)** Completes daily records (refrigerator temperature/sanitization charts, equipment/dish cleaning and disinfection charts); **6)** Notifies the dietetic nurse of non-compliance situations occurring at the workplace; **7)** Performs periodic medical examinations; **8)** Is constantly concerned with enriching professional knowledge, participates in training organized at the workplace; **9)** Is responsible for keeping and taking care of the inventory in offices/dining rooms; **10)** Does not allow access to outsiders in offices/dining rooms; **11)** Takes measures for the correct use of open fire sources and the prevention of fires or damage, upon entering and leaving the shift;

Ț **DANUBE** – TULCEA, ROMANIA

WAITRESS – 09/2015 – 31/05/2016

Main activities:

Ț taking food and beverage orders in an efficient and professional manner; Ț paying due attention and ensuring impeccable service to customers; Ț knowing the menu so as to be able to provide competent information regarding dishes, cutlery and beverages in any situation.

Specific tasks and duties: Ț exemplary customer service; Ț performing other current tasks assigned by the direct superior, in accordance with the immediate needs of the unit.

Job responsibilities:

Ț assuming responsibility for the correctness of the preparation and collection of invoices; Ț responsibility for the quality of the services provided.

Post authority:

Ț He is authorized to ensure impeccable service to customers with the products/food/drinks ordered by them.

Ț **DELTA EXPLORER SRL** – TULCEA, ROMANIA

Tourism/river ship **department**

WAITRESS – 08/2013 – 10/2015

Main activities:

Ț taking food and beverage orders in an efficient and professional manner; Ț paying due attention and ensuring impeccable service to customers; Ț knowing the menu so as to be able to provide competent information regarding dishes, cutlery and beverages in any situation.

Specific tasks and duties: Ț exemplary customer service; Ț performing other current tasks assigned by the direct superior, in accordance with the immediate needs of the unit.

Job responsibilities:

Ț assuming responsibility for the correctness of the preparation and collection of invoices; Ț responsibility for the quality of the services provided.

Post authority:

Ț Is authorized to ensure impeccable service to customers with the products/food/drinks ordered by them

Department of Tourism/HoReCa/hotel staff

RECEPTIONIST – 01/2013 – 09/2013

- ensures the maintenance of the organization's unique entry/exit register; - ensures the organization's central telephone activity; - ensures general information activity for the public; - draws up the plan for the fund necessary for the protocol; - establishes the need for consumables for the company's staff and orders the necessary consumables (stationery, protocol); - maintains the confidentiality of all information regarding the organization; - carries out any task set by the direct superior or the general manager; - is responsible for taking over the correspondence arriving at the company's address (envelopes, faxes, offers, etc.); - is responsible for the proper circulation of correspondence (correspondence is handed over only to the recipient, and, if a recipient is not specified, it is handed over to the direct boss; - ensures and is responsible for the proper dispatch of all faxes and letters; - keeps a record of all telephone and fax numbers, as well as addresses that are brought to his attention in various ways; - ensures information on any telephone number requested by the company's employees (even by calling the "information" service); - takes all telephone calls and directs them according to the interlocutor's request, finding out the identity of the person he must communicate; - keeps a record of direct requests and telephone calls in the absence of the persons sought and ensures their prompt information; - receives outside persons and directs them to the competent departments or the meeting room; performs protocol activities; - kindly provides the requested information; - is responsible for drafting certificates, various requests, delegations respecting the formats used in the company; - prepares statements or documents at the request of the direct superior; - is responsible for registering the drafted documents and their records; - is responsible for sending subscription requests to magazines and newspapers; monitors and verifies their receipt; - ensures the orderly archiving of the documents handed to him, of the faxes sent and received; - makes XEROX copies of the documents handed to him;

ŷ SC BYA INVEST SRL – TULCEA, ROMANIA

Management department

SUPERMARKET CASHIER – 09/2010 – 02/2013

Specific Attributes:

a) Manages cash and valuables from the branch account; b) Executes through a proxy the payment of the salary rights of the branch staff; c) Is responsible for making payments by type of expenses and complying with the cash ceiling established by law; d) Is responsible for depositing all amounts from receipts that exceed the legal ceiling to the bank on time; e) In exercising his/her duties, he/she strictly complies with the provisions of the cash operations regulation; f) Executes the duties in this field, both those provided for in the normative acts in force and those ordered by the hierarchical superiors; g) Checks whether the supporting documents received for registration bear the preventive financial control stamp, the signature of the persons responsible for the legality and necessity of the operations recorded in the documents and whether all the documents required by the form are completed; h) Keeps records on warehouse sheets of the inventory items put into use; i) Keeps records of debtors and creditors, analytically, on accounting sheets; j) Ensures full use of working time; k) Performs other tasks assigned by the branch management.

General Responsibilities:

a) Organizing one's own activity; b) Improving professional activity; c) Applying and complying with the provisions of the legislation; d) Manifesting professional conduct (which necessarily includes politeness, solicitude) in relations with colleagues, with all persons with whom one comes into contact; e) Applying and complying with the norms and procedures regarding the development, approval, approval, recording, dissemination, modification, archiving of all documents used;

f) Compliance with occupational safety technical standards and fire prevention and extinguishing standards, those regarding the security of the premises; ensures the security of documents in his possession and compliance with legal standards regarding work discipline; g) Is responsible for keeping the equipment and devices he works with in good condition and using them properly; h) Compliance with legal provisions and his own standards regarding the preservation of professional secrecy

ȳ **SC IBIS TOUR SRL – TULCEA, ROMANIA**

WAITRESS – 04/2012 – 11/2012

Main activities:

ȳ taking food and beverage orders in an efficient and professional manner; ȳ paying due attention and ensuring impeccable service to customers; ȳ knowing the menu so as to be able to provide competent information regarding dishes, cutlery and beverages in any situation.

Specific tasks and duties: ȳ exemplary customer service; ȳ performing other current tasks assigned by the direct superior, in accordance with the immediate needs of the unit.

Job responsibilities:

ȳ assuming responsibility for the correctness of the preparation and collection of invoices; ȳ responsibility for the quality of the services provided.

Post authority:

ȳ He is authorized to ensure impeccable service to customers with the products/food/drinks ordered by them.

ȳ **PIZZAFAN-GREECE – GREECE**

Company or sector of activity Other service activities

PIZZA COOK/SELLER – 03/2011 – 11/2011

JOB DUTIES AND TASKS:

1. Ensures the implementation and maintenance of standards for the preservation and storage of products, semi-finished products and food preparations in compliance with the hygiene and sanitary norms in force.
2. Participates in determining the required raw materials to be ordered and in the execution of supply orders; 3. Takes orders from customers and ensures their service; 4. Clears and ensures the cleanliness of the kitchen; 5. Actively participates in the maintenance of kitchen utensils and equipment; 6. Takes into account the perishability, warranty period, and how the ingredients are to be used; 7. Performs preliminary processing for cooking - sorts, cleans, washes, divides and then cooks - boils, fries, bakes, roasts; 8. Performs other routine tasks assigned by the direct superior, in accordance with the immediate needs of the unit.

JOB RESPONSIBILITIES:

1. Responsible for keeping utensils and equipment in good condition;
2. Responsible for compliance with occupational hygiene and safety standards;
3. Responsible for the use of existing resources, exclusively in the interest of the company;
4. Strictly respect personal hygiene (robe, cap, shoes) as well as kitchen hygiene;
5. Use of existing resources exclusively in the interest of the company;
6. Comply with the company's Internal Regulations;
7. Collects samples from the menu daily and keeps them in the refrigerator;

Ensure

- communicating with the store's (point of sale) customers
- presenting the products,
- maintaining the most pleasant environment possible
- organizing the general framework for opening and closing the store's (point of sale) activity,
- making the sale,
- collecting the value of the merchandise,
- presenting the products and services related to the sale,
- promoting the store's (point of sale) image,
- maintaining stocks and the necessary reserve cash,
- checking stocks with sales,
- preparing documents specific to the sales activity, as well as reporting on the sales activity.

Regarding specific activities, he is responsible for:

- Respecting financial discipline regarding cash receipts and payments
- Respecting the cash ceiling
- Ensuring stocks and the necessary reserve currency
- Following the conditions of validity, preservation, storage, handling and administration of products
- Permanently improving his professional and specialized training
- Maintaining the confidentiality of information and documents related to the company
- Using existing resources exclusively in the interest of the company
- Respecting the provisions of internal regulations and work procedures regarding his position
- Permanently adopting behavior capable of promoting the image and interests of the company
- Getting involved in resolving crisis situations affecting the company
- Respecting the work schedule and using full working time;

Ț SC MERCURY360 COMMUNICATION SRL – TULCEA, ROMANIA

MERCHANDISER – 06/2009 – 05/2010

Main responsibilities:

- Plan product ranges and prepare sales and stock plans together with purchasing managers
- Collaborate with purchasing managers, analysts, stores, suppliers and distributors
- Collaborate closely with [sales assistants](#) and with department heads to decide how merchandise should be displayed to maximize sales
- [Produces store layout plans](#)
- Forecasts profits and sales and optimizes sales volume and profitability of assigned product areas

- Plans budgets and presents sales forecasts and figures for new ranges
- Controls stock levels based on seasonal forecasts
- Uses specialist software to manage sales statistics, produce sales projections and present spreadsheets and graphs
- Analyses every aspect of best-selling products (e.g. in terms of price, colours or styles) and ensures that these products are reaching their full potential
- Keeps abreast of competitors' performance
- Monitors slow sales and takes action to reduce prices or set promotions
- Collects information on customer reactions to products
- Analyses previous season's sales and prepares reports on current season's collections/products
- Produces financial presentations and reports to managers
- Meets with suppliers and manages stock distribution, by negotiating prices, ordering stock, setting deadlines and delivery times and completing necessary documents
- Identifies production and supply difficulties and manages any problems or delays as they arise

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Manages, trains and supervises junior staff

Ț SC LARO IMPEX 2001 SRL – TULCEA, ROMANIA

Retail/Merchandising Department

MERCHANDISER – 03/2008 – 05/2010

Main responsibilities:

- Plans product ranges and prepares sales and stock plans together with supply managers
- Collaborates with supply managers, analysts, stores, suppliers and distributors

- Collaborate closely with sales assistants and with department heads to decide how merchandise should be displayed to maximize sales
 - Produce store layout plans
 - Forecast profits and sales
- and optimize sales volume and profitability of product areas

appoint

- Plans budgets and presents sales forecasts and figures for new ranges
- Controls stock levels based on seasonal forecasts
- Uses specialist software to manage sales statistics, produce sales projections and present spreadsheets and graphs
- Analyses every aspect of best-selling products (e.g. in terms of price, colours or styles) and ensures that these products are reaching their full potential
- Keeps abreast of competitors' performance
- Monitors slow sales and takes action to reduce prices or set promotions
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- Analyses previous season's sales and prepares reports on current season's collections/products
- Produces financial presentations and reports to managers
- Meets with suppliers and manages stock distribution, by negotiating prices, ordering stock, setting deadlines and delivery times and completing necessary documents
- Identifies production and supply difficulties and manages any problems or delays as they arise

appear

- Manages, trains and supervises junior staff

SC UNIVERSUL PLUTO SRL – TULCEA, ROMANIA

Company or sector of activity Other service activities

ACCOUNTANT – 09/2002 – 05/2010

• **Main activities:**

- Ensures accounting records of stocks, relationships with third parties, records of income and expenses:
- Records invoices issued for internal customers;
- Records receipts and payments in lei according to the account statement;
- Operates cash receipts and payments according to the cash register;
- Operates treasury advances according to the settlements;
- Records invoices for services provided by internal suppliers;
- Records merchandise receipts based on documents received from the warehouse (internal invoices, external invoices, DVI and NIR).

Regarding specific activities, he is responsible for:

- daily operation of issued invoices,
- receipts on invoices and in advance;
- daily operation of invoices from suppliers for various services, as well as payments to them;
- daily verification of bank, cash and treasury advances balances in lei;
- correct classification of documents accounted for income and expenses.

● **EDUCATION AND VOCATIONAL TRAINING**

2014 Romania

CERTIFIED WAISTCAREER

2002 Romania

CERTIFICATE OF COMPUTER USER GRADUATION

1996 – 2001 Tulcea, Romania

BACALACULATION DIPLOMA "Nicolae Cornateanu" Agricultural College Tulcea

Specialization: Zootechnics- Certified Veterinary technician

EQF Level EQF Level 5

● **LANGUAGE SKILLS**

Mother tongue(s): **ROMANIAN**

	COMPREHENSION		SPOKEN		WRITTEN
	Comprehension oral	Read	Written expression	Conversation	
ENGLISH	C2	C2	C2	C2	B1
GREEK	B1	B1	B1	B1	A2

Levels: A1 and A2 Basic user B1 and B2 Independent user C1 and C2 Experienced user

POWERS

Social Media Google Drive Microsoft Powerpoint Microsoft Word Microsoft Excel Microsoft Office

DRIVING LICENSE

Driving license: B 02/23/2018 – 02/22/2028

COMMUNICATION AND INTERPERSONAL SKILLS

Empathy

- Analytical mind
- Teamwork
- Spirit of evaluation and improvement
- Monitoring the team's work

ORGANIZATIONAL SKILLS

Teamwork

- Organizational capacity in writing and oral speech
- Ability to make decisions under stress
- Capacity for analysis and synthesis,
- Capacity to assimilate new information
- Availability for involvement in socio-cultural activities