



# GALYA FILIPOVA

## Contact

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## Skills & Attributes

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- ✓ part of the hospitality/customer service industry for more than 15 years
- ✓ hard-working individual with compassion towards others and strong believer that hard work and persistence are the keys to succeeding in any role.
- ✓ Ability to multitask and take direction
- ✓ Strong relationship building skills
- ✓ Exceptional customer service skills
- ✓ Fully vaccinated
- ✓ Non-smoker
- ✓ No large size tattoos at obvious points

## Work experience

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01/04/2022 - 17/09/2022

**IONIAN RAY M/Y (VENTO)**

Solo stewardess.

In charge of the daily operation of exceptional housekeeping, high standard food and beverage service, cocktail creation and preparation, general cleaning duties of a 24 metre commercial yacht that would sleep up to 8 guests with 4 members of crew.

Assisting the chef with the morning preparation duties required.

01/04/2021 - 10/10/2021

**IONIAN RAY M/Y (AMORAKI)**

Solo stewardess.

In charge of the daily operation of housekeeping, food and beverage service, beverage preparation and general cleaning duties of a 24 metre commercial Yacht that would sleep up to 8 guests with 4 members of crew.

15/07/2018-25/03/2021

**PAPAGIORGIS PATISERIE-GELATERIA**

Customer service/Duty manager

Responsible of the daily operation of a very busy patisserie that would serve thousands of people daily

Customer service, staff mentoring, roasting duties, general cleaning and restocking tasks, cash handling, stock ordering

10/10/2010 -30/06/2018

**BRISTOL CAFE**

Head waitress/Duty manager

Customer service, serving up to 300 patrons in a busy bubbly venue always maintaining a professional manner and keeping the venue standards high

Staff mentoring, cash handling setting up shifts for service and closing procedures at end the end of the night

\*work experience before 2010 available if required

## Education

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- Food safety level 2
- STCW Basic training
- Eng1
- Level 3 power boat up to 22 metres
- Full drivers licence

## Foreign languages

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- **English:** excellent verbal and writing
- Fluent in **Bulgarian** and **Greek**

## Professional References

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- Diego Pitoulis, Captain 694 284 7466
- David Kezinsk, Captain 699 6414 433