

# Gordana Glisic



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marital status: single, no kids

Serbian driver license holder since 2002, B category, active driver

Yellow card -international certificate of vaccination issued in December 2016. by Serbian health institute in Belgrade

Vaccinated against Covid 19. (Pfizer 3 doses)

## WORK EXPERIENCE:

### Restaurant General manager

February 2022-

#### Cool Inc, Riyadh, Saudi Arabia

Responsible for opening of new brand concept from Los Angeles in Riyadh.

### Food and beverage manager

November 2019 - July 2020

#### Hill Robinson ltd, Riyadh, Saudi Arabia

Head of F&B operation at high-profile private estate in Saudi Arabia for UHNWI known as Project Bianca. Responsible for organization of daily service of the Principal and the family. Private event planning and operation. Training and monitoring of butlers and service staff. High competency in Silver service, Arabian traditional Ramadan and family service, synchronized style service, event management and foreign delegations formal receptions. Reassuring team always learn and follow highest Principal satisfaction.

## **Asst. Restaurant Manager**

February 2019 – August 2019

### **Silversea Cruise Line**

Responsible for overall administrative and operational part of restaurant department. Scheduling, budgeting, ordering, trainings, evaluations, time and attendance, reservations, maitre d' outlets supervising and guidance, customer satisfaction etc. Highly competent in using Fidelio and Compass. Both theoretical and practical USPH knowledge.

## **Restaurant Manager**

February 2018 – January 2019

### **Grand Circle Cruise Line**

Head of the Food and beverage department on the river cruise ship for large cruising company based in Boston, USA but operate around Europe. Responsible for entire F&B operation on board and budgeting of full dining service of restaurants and bars on board.

## **Food and beverage manager**

December 2016-February 2018

### **Sea Cliff Hotel and resort spa, Zanzibar, Tanzania**

HOD, F&B manager at 5\* resort property in Zanzibar, 125 rooms capacity. Responsible for overall F&B operation, increasing revenue, developing budget plans, implementing SOP, follow up P&L, implementing new food and beverage menu, hiring and training staff to a 5-star level. Reassuring to always deliver highest customer satisfaction and maximize excellent feedback and consistently upgrade targets.

Directly reported to a General Manager.

## **Restaurant manager**

September 2015-November 2016.

### **Sheraton Doha Grand Resort & convention center, Doha, Qatar**

Responsible for day-to-day operations of the outlet and ensure adherence to standards, quality control, customer satisfaction, facilitate achievements of hotel goals, maximize productivity and efficiency of employees, recruitment, training, scheduling, reports, evaluations, promotions. responsible for achieving revenue and increase sales, follow safety and HACCP and health policies. Develop, plan, organize full day to day operation. Developing and implementing marketing strategies, promotion, and media events.

## **Restaurant manager**

November 2012 - May 2015.

### **International Food Concept Co., Doha, Qatar**

FOH and BOH full time MOD for "Chili's" and "Romano macaroni grill" franchise based in Doha, Qatar , Middle East . Responsible for P&L, overall company achievements, training, scheduling, ordering, reporting, maintaining service and sanitation standards, developing business goals, achieve and exceed budgeted goals, maximizing revenue, utilizing interpersonal communication, lead, influence and encourage staff, serves as excellent customer service example and creating positive atmosphere for guests. Reported to General manager.

## **Banquet Manager**

November 2011 – November 2012

### **Royal Catering services LLD, Abu Dhabi**

Responsible for organization, coordination, supervising and customer satisfaction at VIP, royal and ladies' events in Abu Dhabi. Dealing with high profile premium customers. Providing outstanding service. Ensure compliance with food handling and sanitation standards and improving service performance. Coordination

with other departments, sales managers & food production units for smooth and professional operation.  
Greatest achievements: Project Formula 1, Yas Island, Abu Dhabi 2011.,

Mubadala World Tennis championship 2011, Gala reception for German President in Abu Dhabi Chamber, Pre-opening of "Sofitel" hotel, Handling staff canteens for "Technips", "Monte Carlo beach club ". Several private lady events in Royal Palace for Abu Dhabi Sheika.

## **Event Manager**

December 2010 – October 2011

### **Agency for Wedding Organization Nada-G, Valjevo, Serbia**

Planning and coordinating private events preparations. Connecting caterers, interior designers, florists, musicians, waiting staff and venues with a goal to bring all customer wishes and ideas to reality. Maintaining high level of professionalism at service and consistently monitor improvement and details of overall operation. Greatest achievement one month in Athens, Greece on a high-level project and two months in Limassol, Cyprus where I was working for several foreign customers.

## **Buffet Stewardess and Room Service Dispatcher**

January 2009 – December 2010

### **Princess cruises line Los Angeles, California, USA**

During two years on board 5\* cruise ship company i was involved in whole F&B levels with international guests on a ship's capacity over 3000 passengers. Achieved wide multinational experience, ability to work in multicultural environment and understand difficult situations. I pride myself with ability to work under high level pressure and physical ability to participate in life saving drills and required training in case of emergency. Have practical knowledge of USPH. Superior customer service, team building, time and stress management and conflict resolution skills.

## **Restaurant Manager**

May 2005 - November 2007

### **Aquamarine d.o.o, Herceg Novi, Montenegro**

FOH manager for F&B in a restaurant specialized for a sea food on coast of Adriatic Sea in Montenegro.

1999-2005- worked as a waitress, barista and bartender in Serbia (during winter) and Montenegro Adriatic coast (during summer season).

## **EDUCATION**

Vocational diploma: **Valjevska gimnazija- Valjevo, Serbia**

Major: Socio-linguistics 1994 - 1998

Degree officially translated and verified by court and foreign affair in Serbia and Embassy of UAE.

Studied landscape architecture in Belgrade university from 1998-2000. completed 2 years of studying, haven't finished because of lack of funds.

## **Computer skills and technologies**

- Microsoft office (word, excel)
- MICROS symphony, OPERA, COMPASS, FIDELIO
- RMS and MC

## **Languages**

- English – Fluent
- Serbian – Native

## **Courses**

2022- Effective interview techniques- Cool Inc.

2020-Luxury Hospitality-7 habits of highly effective managers

2019-Elite Marines Academy- STCW certificates

2018- Arbode maritime BV-First Aid and safety on board

2016 -ICOES Wedding Planner certificate, Event Trix

2016- Supervisory toolkit certificate, Accor academy, Fujairah, UAE

2013- ANSI -SERV SAFE national restaurant association food protection certificate

2011- EFST(essential food safety training ) certificate, Syscoms College Abu Dhabi

2009- Princess cruises Maitre D' training certificates

2009. Wine overview certificate

2008. Berlitz Center Belgrade, English language certificate

## **Skills**

- Good understanding of F&B business
- Adaptability and integrity
- Eager to learn and progress
- Accepts responsibility for own performance
- Good team player and time keeping
- Courteous and helpful to colleagues and customers

## **Hobbies and interests**

- traveling, art, interior design

## **Personal characteristics**

open and communicative person willing to learn and expand knowledge and grow in career

**All documentations and certifications available per request as well proven record of performance.**