



# Silvina Joanna Pilquiman

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## Profile

More than 10 years of experience in hospitality and gastronomy. I have good knowledge about wines. Able to provide excellent service to ensure customer satisfaction and with the goal of leveraging my knowledge to effectively perform a service position in your restaurant.

## Education

- |   |                     |
|---|---------------------|
| <b>Fly Attendants</b><br>CENEAS, Buenos Aires                                   | Mar 2012 - Dec 2012 |
| <b>Professional Chef</b><br>IAG Argentine Institute of Gastronomy, Buenos Aires | Mar 2013 - Dec 2013 |
| <b>Fashion Designer</b><br>UADE Argentine University of Business, Buenos Aires  | Mar 2014 - Dec 2017 |

## Employment

- |  |                     |
|--|---------------------|
| <b>Tailor</b><br>Celebrity Cruises, Miami  | Apr 2024 - Jan 2025 |
| <ul style="list-style-type: none"><li>•Repairs of uniforms for all crew onboard and guest (whoever requires it). And damage linen for the housekeeping department.</li><li>•Help the linenkeeper.</li><li>•Keep the workshop clean and tidy</li></ul>  |                     |
| <b>Waitress</b><br>Cipriani, Doha  | Oct 2022 - Jan 2023 |
| <ul style="list-style-type: none"><li>•Prepared room and tables with necessary utensils and settings before service.</li><li>•Review the menu of the day.</li><li>•Escort guest to his table.</li><li>•Take guest order.</li><li>•Be attentive to the guest's needs.</li><li>•Prepare the food account and make the payment.</li><li>•Clean all work area.</li></ul>   |                     |
| <b>Waitress</b><br>Celebrity Cruises, Miami  | Oct 2019 - Jan 2020 |
| <ul style="list-style-type: none"><li>•Assist in setting up tables and preparing for service by placing tableware and other dining accessories on tables.</li><li>•Welcome and seat guests, ensuring accurate seating arrangements are maintained for efficient serving and support to senior waitstaff.</li><li>•Make menu recommendations, answer questions and share additional information with restaurant customers</li><li>•Write customer food orders on receipts, memorize orders, and enter</li></ul> |                     |

## Personal details

Nationality  
Argentina

## Skills

- Teamwork
- Proactive
- Service-focused
- Adaptability
- Resolver problemas
- Communication
- Flexibility

## Languages

Ingles

Italiano

Spanish

## Hobbies

- Sewing
- Traveling
- Reading
- Hospitality
- Writing

orders for transmission to kitchen staff

- Present wine samples for guests to try, open bottles for them with their approval. Serve dishes and drinks
- Provided attentive and personalized service to ensure a superior dining experience for guests.
- Prepare the account and make the payment.
- Maintained a clean and organized dining environment to enhance guest satisfaction and uphold establishment standards.

**Assistant Waiter**

Sep 2018 – Aug 2019

Celebrity Cruises, Miami

- Prepare tables with clean tablecloths and cutlery.
- Assisted head waiters in serving food and beverages to guests efficiently.
- Communicated with kitchen staff to ensure accurate and timely food orders.
- Ensured drink refills and attended to guests' additional requests promptly.
- Maintained a clean and organized serving station throughout the shift.
- Ensured an organized and clean serving station, complying with hygiene standards throughout shifts.
- Provided excellent guest service with a positive attitude to ensure an enjoyable dining experience.

**Waitress**

Oct 2017 – Oct 2018

Hotel Faena, Buenos Aires

- Prepare tables with dishes and glassware.
- Greeted guests warmly and ensured their needs were met promptly.
- Write customer food orders on receipts, memorize and enter the orders to transmit them to the kitchen staff.
- Use of Maxirest. Take orders at the table and drinks. Remove dirty dishes, clean the tables.
- Managed multiple tables efficiently during busy dining hours.
- Cleaning all work areas.
- Handled payment and transactions accurately while providing friendly service.

**Waitress**

May 2016 – Aug 2017

Il Quotidiano, Buenos Aires

- Prepare room, tables with utensils.
- Assisted with menu recommendations and upselling of dishes
- Bring the food and drinks down to the table.
- Managed payment transactions and balanced cash drawers.
- Cleaning all work area.

**Waitress**

Nov 2015 – May 2017

Hotel Sheraton, Buenos Aires

- Managed opening and closing shift activities including table setup and clearance.
- Prepare tableware, jugs, snacks, bread baskets.
- Social events, birthdays, weddings.
- Beverage trayng and Canapes, Replacement of buffet meals.