

Ferdinando PETRAGLIA



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ITALY

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WORK EXPERIENCE

July 2009 – Present

Maître D'hôtel for *COSTA CROCIERE* (www.costacruise.com), responsible of the restaurants onboard.
Main responsibilities:

- Overseeing restaurant operations;
- Sanitation (USPH);
- Table reservation management (SAPI);
- Training and mentoring of restaurant personnel;
- Handling complaints;
- Reception and welcoming of Guests during embarkation days.

March 2008 – May 2009

Maître for the catering service *IN TAVOLA* (www.intavola.com). In charge for supervising all restaurant and banqueting operations.

February 2006 – February 2008

Assistant General Manager for the conference Hotel SAN LUCA (www.sanlucahotel.it).
Main responsibilities:

- Managing and controlling of storage;
- Overseeing meeting and banqueting operations;
- Prise quotes and sales of events such as meetings and banquets.

May 2005 – December 2005

Maître D'hôtel for *GRAND HOTEL DUOMO* in Pisa (www.grandhotelduomo.it). Responsible of all the restaurant operations (breakfast, lunch, dinner and banqueting).

October 1985 - April 2005

Restaurant Manager for the restaurant LA PERGOLETTA in Pisa (www.ristorantelapergoletta.com).
Main responsibilities:

- Supervising all restaurant and catering operations;
- Recruitment and training of staff;
- Purchasing of wines and liqueurs.

EDUCATION

September 1984 – April 1985

Diploma in Hotel Management at ISIA High School in Salerno.

September 1978 – July 1984

Diploma as Electronic Technician at Istituto Tecnico Industriale "G. Galilei" in Salerno.

OTHER COURSES

Cambridge First Certificate preparation course at BRITISH SCHOOL in Pisa (from April to 1986 to October 1986).

Sommelier certificate at FEDERAZIONE ITALIANA SOMMELIER ALBERGATORI E RISTORATORI.

Certificate for food handlers (U.S. Public Health).

Safety on board certificates (BST, firefighting, first aid, crowd and crisis).

LANGUAGES

-Italian: native language
-English: fluent (Cambridge First Certificate)
-French: fair
-Spanish: fair

COMPUTER SKILLS

Very good knowledge of Word, Excel, Windows and all Apple IOS systems. Good knowledge of Ristò Winalb and Fidelio.