

# Alina Adeyemi

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Canada**

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## Summary

Enthusiastic and hardworking well-rounded professional with 6 year administrative and managerial experience in fast-paced hospitality industry in various countries. Focused on setting high expectations and raising service standards. Seeking to leverage leadership excellence to a forward thinking organization.

## Relevant Experience

2022-24 **Assistant General Manager**, Piatto Pizzeria, St John's, Canada

- Coached and developed employees in areas of guest service, performance and service
- Coordinate scheduling for employees to effectively provide everyday services and special events
- Produced effective and engaging content for Piatto Pizzeria on social media
- Proven experience providing customer support in busy restaurant in downtown St Johns with an unwavering commitment to customer service and ability to build productive relationships to win customer loyalty
- Actively involved in finding resolutions to internal issues in the restaurant, fostering a good working environment.

2012-17 **Assistant Manager**, Mafia Restaurant, Kiev, Ukraine.

- Created mandatory customer service training program for all customer-facing employees. Boosted guest satisfaction scores from 80% to 96% within 4 months of program launch.
- Resolved an average of 100 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume).
- Worked closely with the marketing director, revenue managers and hotel staff to develop lodging package offers
- Improved efficiency, sequence of service, order expediting and table-turn times in all dining outlets to achieve a 19% gain in daily covers served with zero additional labor or overhead costs.
- Exemplified second-to none service delivery in all interactions with customers

## Education

2007-11

**National University of Physical Education, Kiev, Ukraine**  
B.Sc. Sport Management