

Martin Kaal

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QLD RSA: 201300453

QLD RSG: 201300072



CAREER HISTORY

Waiter (Hard Rock Cafe Sydney)
Sydney

Oct 2012 to February 2013

As a server I was responsible for taking the guests through the key phase of their Hard Rock experience. As a Hard Rock Cafe server I assumed the role of tour guide communicator decision-maker entertainer memorabilia curator and musician (at heart).

- Taking guests' orders
- Running food
- Handling cash & other forms of payment
- Making proficient sales transactions - using a point-of-sale system
- Properly checks I.D.s – for guests who appear to be under 30 years old
- Demonstrating responsible alcohol service
- Demonstrating impeccable product knowledge
- Suggestive selling - using proven techniques
- Answering questions - accurately and politely
- Maintaining a clean & organized station – including pre-bussing & table maintenance
- Creating memorable experiences
- Entertaining guests to create “Raving Fans”

Bartender (ZAAFFRAN)
Darling Harbour <http://www.zaaffran.com/>

Aug 2012 to Oct 2012

Making cocktails and coffee drinks. Serving wine and drinks. Also maintain supplies and inventory for the bar. My duties also included:

- Make beverage orders from servers
 - Prepare and serve alcoholic and non-alcoholic drinks consistent with the Restaurant's standard drink recipes.
 - Wash and sterilize glassware.
 - Prepare garnishes for drinks and replenish snacks for bar patrons.
 - Maintains bottles and glasses in an attractive and functional manner to support efficient drink preparation and promotion of beverages.
 - Assist the restocking and replenishment of bar inventory and supplies.
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Waiter (iHop)**Summer 2007 and 2008**

iHop Waikiki and iHop Ala Moana, Honolulu, Hawaii, United States

2007 helped to open up the first iHop in Hawaii and in 2008 I returned to help run the second restaurant in Honolulu. Duties included serving guests, obtaining restaurant supplies, the setting of tables, general maintenance of the restaurant, experienced in all procedures regarding the service of food & beverages. My duties also included:

- Collect payments from customers
- Take food and drink orders and putting them into Micros
- Check with customers to ensure that they are enjoying their meals and take action to correct problems
- Serve food and beverages
- Remove dishes and glasses from tables or counters, and take them to kitchen
- Present menus and answering questions
- Setting the tables

EDUCATION**2009 University Of Tartu Bachelor of Business (Marketing)**

SPECIAL SKILL & ABILITIES

Computer (Windows & Mac) - Word, Excel, Power Point, Internet Explorer, Adobe Photoshop, Adobe Illustrator, Java, HTML, Final Cut Pro.

Languages:

Estonian - native language
English - writing & speaking
Finnish - speaking
Russian - basic level

INTERESTS

Brazilian Jiu-Jitsu, Soccer, tennis, kite-surfing, photography, cinematography, educational and motivational books and travelling.

REFERENCES

Frank Cirillo – manager in Zaafran Mob: 0427 630 488 email: frank.cirr@mail.com
Michael Medus – Owner at Hawaii Trimming Mob: +1 808 342 44