

SANDRA POPOVIC

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Highly motivated and skilled hospitality professional with extensive international experience and a passion for delivering exceptional guest experiences. Hardworking team player with excellent interpersonal and communication skills, ensuring seamless interactions with guests and team members. Adaptable and customer-focused, with a keen eye for detail and the ability to maintain a positive attitude in fast-paced environments. Committed to upholding the highest standards of service and dedicated to creating a welcoming and comfortable atmosphere. Seeking to leverage expertise and enthusiasm to contribute to the success of a dynamic hospitality establishment.

People Focused

Team Player

Communication

Problem Solver

Results Driven

Reflective

Experience

Catering Server | BC Place

Vancouver, Canada

February 2024 - Present

- Efficiently set up and tear down catering events, ensuring all equipment and supplies are in place and properly organized.
- Provide exceptional food and beverage service to guests, adhering to the highest standards of hospitality.
- Maintain a clean and orderly service area, including table settings, buffet lines, and food stations.
- Assist with the preparation and plating of food items, ensuring presentation meets BC Place standards.
- Address guest inquiries and concerns promptly and professionally, ensuring a positive guest experience.
- Collaborate with kitchen staff and event coordinators to ensure smooth and efficient event execution.

Hostess | Skye Avenue Kitchen & Lounge

Vancouver, Canada

November 2023 - February 2024

- Greeted and welcomed guests as they entered the restaurant, creating a warm and inviting atmosphere.
- Managed reservations and walk-ins efficiently, ensuring accurate seating arrangements and minimal wait times.
- Escorted guests to their tables, providing menus and highlighting any special promotions or featured items.
- Maintained an organized and clean front-of-house area, including the hostess stand, waiting area, and restrooms.
- Coordinated with servers and kitchen staff to monitor table turnover and optimize seating flow.

Hostess, Restaurant Reservations | The Ritz-Carlton

Abu Dhabi, UAE

December 2022 - October 2023

- Welcomed guests with a warm and professional demeanor, ensuring an exceptional first impression.

- Managed and coordinated restaurant reservations, optimizing seating arrangements to maximize occupancy and minimize wait times.
- Communicated effectively with the kitchen and serving staff to ensure smooth and efficient service flow.
- Handled guest inquiries and resolved any concerns or issues promptly and courteously.
- Ensured the front-of-house area, including the hostess stand and waiting area, is clean, organized, and visually appealing.

Management Intern | High Peaks Resort

Lake Placid, USA

May 2021 - May 2022

- Supported management in daily operations and strategic planning.
- Assisted in various departments to gain comprehensive hospitality experience.
- Contributed to projects aimed at improving guest services and operational efficiency.
- Collaborated with team members to develop and implement process improvements and efficiency enhancements.

Front Desk Agent | Hilton Hotel

Lake Placid, USA

December 2021 - May 2022

- Provided exceptional customer service at the front desk.
- Managed check-in/check-out processes and handled guest inquiries.
- Coordinate with housekeeping and maintenance staff to ensure rooms are ready for guests and any issues are addressed promptly.
- Processed reservations, cancellations, and modifications accurately, adhering to hotel policies and procedures.
- Assisted with administrative tasks, such as managing correspondence, organizing documents, and maintaining the front desk area.

Banquet Server | Whiteface Lodge Resort

Lake Placid, USA

May 2021 - May 2022

- Assisted in the setup and service of banquet events.
- Ensured guest satisfaction by providing prompt and courteous service.
- Worked collaboratively with the team to ensure smooth event execution.

Food & Beverage Server, Banquet Server | High Peaks Resort

Lake Placid, USA

May - October 2016, 2017, 2018, 2019

- Set up banquet rooms according to event specifications, including arranging tables, chairs, linens, and place settings.
 - Served food and beverages to guests during events, ensuring attentive and courteous service.
 - Assisted with the preparation and plating of food items, ensuring presentation meets quality standards.
 - Monitored and attended to guest needs throughout the event, promptly addressing any requests or concerns.
 - Collaborated with kitchen staff and event coordinators to ensure timely and efficient service.
 - Cleared and cleaned tables, removing dishes, glasses, and utensils after each course or at the end of the event.
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Education

Hospitality Management Certificate

Arbutus College

December 2023 - May 2024

Master of Business Studies

University of Business Studies

2018 - 2020

Bachelor Degree

University of Business Studies

2013 - 2018