

MALGORZATA PAJEWSKA

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Objective

PA/Executive Assistant Manager/Function Manager – manage in day to day duties. This can include customer service, sales, supervise employees and report the activities of the day to the director.

Professional experience

Administration project

April 2011

Mandarin Oriental Hotel, Prague, Czech Republic

- Maintaining everyday flow of internal documentation
- Liaising with Engineering & Security, Front Office, Accounts & Finance, Personnel, Sales & Marketing, Reservation departments
- Overseeing all other aspects of the office coordination

Innovation and Trainee Manager

Nov 2010 – Jan 2011

Hotel Josef & Maximilian, Prague, Czech Republic

- Providing professional customer service
- Preparing special offers for guests – innovations using new technologies and ideas
- Cooperating with local and international providers
- Creating drafts and coordinating organizational documents flow within both hotels
- Training staff in professional customer service
- Liaising with Sales & Marketing, Food and Beverage, Front Office, Housekeeping, Technical departments
- Assisting in special events
- Manager on Duty function

President's of the Board Personal Assistant

Sep 2009 – Oct 2010

Investon Ltd., Warsaw, Poland, (owner of 2 and 3 star hotels)

- Administrative support in both hotels, with 100 rooms in total
- Supporting General Manager (reporting, business travel arrangements, calendar updates)
- Editing and creating organizational documents, records and reports, processing invoices
- Negotiating contracts and cooperating with external companies
- Liaising with Accounts & Finance, Personnel, and Sales & Marketing departments
- Assisting in special events

Administrative Assistant

Mar 2009 – Aug 2009

Komex S.A. Warsaw, Poland (clothes designing company)

- Maintaining everyday flow of internal documentation including fax, emails and invoices
- Liaising with Accounts & Finance, Personnel, Sales & Marketing departments
- Cooperating with clients and dealing with visitors
- Setting up and coordinating meetings and conferences

- Overseeing all other aspects of the office coordination

Receptionist

Jan 2008 – Feb 2009

*Intercontinental Warszawa Hotel, Warsaw, Poland***Bar Attendant**

Oct 2005 – Dec 2008

*Intercontinental Warszawa Hotel, Warsaw, Poland***Education and Training**

Master's degree in Tourism and Recreation Industry

2006 – 2008

*Academy of Physical Education, Warsaw, Poland***Bachelor in Tourism and Recreation Industry**

2003 – 2006

*Academy of Physical Education and Tourism Industry, Pruszków, Poland***Technician in Hotel Management**

2001 – 2003

*College of Tourism and Hotel Industry, Warsaw, Poland***Cashier Currency Certificate**

June 2008

Bartender Certificate

July 2007

Languages

- **Polish** mother tongue
- **English** fluent both written and spoken
- **Czech** conversational
- **Russian** conversational

Skills and Abilities

- Excellent planning and organizational skills and strong customer relations skills
- Ability to solve problems and decision making under stress and time pressure
- Ability to project positive and professional image of the company
- Great team player as well as able to work with minimum supervision
- Good MS Office software skills (Word, Excel, Power Point, Outlook)
- Proficiency in Micros Opera and Fidelio reservation system

Hobbies

Traveling, reading, painting, sport (volleyball, basketball, swimming, fitness)

References

Available on request