

# Žan Sanders

## Front■of■house Specialist

Ljubljana · SI

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## Summary

Enthusiastic front■of■house specialist with 6 years of experience in hospitality, retail, and event support. Proven ability to deliver high■quality customer service, manage cash transactions, and maintain fast■paced work environments. Adept at using point■of■sale systems, basic Microsoft Office tools, and social■media platforms for promotional activities. Seeking a new challenge where my strong interpersonal skills and attention to detail can add value, while expanding into data■driven roles.

## Experience

### GastroBar Moj — Ljubljana, Slovenia

Server / Shift Leader (part-time) | 01 May 2019 – 01 Apr 2022

Served guests in a high-volume café, processing orders via POS and handling cash and card payments.

Trained new staff on menu knowledge, table settings, and hygiene standards. Assisted with weekly inventory counts and restocking of beverages and supplies. Recognized as Employee of the Month (November 2020) for exemplary service.

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### Coffee Corner — Maribor, Slovenia

Barista | 01 Jul 2017 – 01 Mar 2019

Prepared specialty coffee drinks following standard recipes and maintained equipment. Managed daily sales reports using Excel spreadsheets (basic formulas). Conducted regular stock checks and placed orders for beans and consumables.

### StyleHub Clothing — Celje, Slovenia

Retail Sales Associate | 01 Jun 2015 – 01 Jun 2017

Provided personalized assistance to customers, operated cash registers, and processed returns. Supported visual merchandising and seasonal floor setups. Utilized the store's inventory management system to log merchandise arrivals.

## Education & Training

### Associate of Arts (incomplete), Hospitality Management

College of Tourism & Hospitality

01 Sep 2013 – 01 Jun 2015

### High School Diploma

Gala Gymnasium

– 01 Jun 2013

## Skills

Customer Service & Guest Relations,  
Point-of-Sale (POS) Operations & Cash Handling,  
Inventory Re-stock & Merchandising, Basic  
Microsoft Excel & Word (formulas, tables), Social  
Media Content Creation (Instagram, Facebook),  
Scheduling & Shift Coordination, Team  
Collaboration & Conflict Resolution, Time  
Management & Multitasking

## Languages

### Slovene | – Present

Native speaker

### English | – Present

Fluent

## Certifications

### Food Safety & Hygiene Certificate | 2018-01-01

Slovenian Institute of Public Health

Food Safety & Hygiene Certificate – Slovenian  
Institute of Public Health, 2018.

## Awards

### Employee of the Month | 2020-11-01

GastroBar Moj

Employee of the Month, GastroBar Moj (Nov 2020)  
– Recognized for consistently high guest satisfaction  
scores and proactive problem-solving.

### Sales Boost Initiative | 2016-10-01

StyleHub Clothing

Sales Boost Initiative, StyleHub Clothing (Q4 2016)  
– Implemented a visual display that increased  
accessory sales by ~12 % over the quarter.

## Interests

Hiking in the Alps, acoustic guitar, travel  
blogging | – Present

## References

References: Available upon request.