# Guðrún Núñez

*Hospitality Professional*

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| **Profile**  Enthusiastic hospitality professional with 7 years of experience in front‑of‑house operations, event coordination, and retail support. Adept at delivering high‑quality customer service, managing inventory, and supervising small teams in fast‑paced environments. Seeking a new challenge where interpersonal skills and operational know‑how can add value.  **Skills**  Core Skills  **Languages**  Icelandic — Native speaker  Spanish — Fluent  English — Professional working proficiency  **Awards**  Employee of the Month (July 2020) | 2020-07-01  Kaffi Laugardalur  Recognized for outstanding guest feedback scores and teamwork at Kaffi Laugardalur.  Best Social‑Media Campaign (2018) | 2018-01-01  Icelandic Retail Association  Awarded for the “Spring Refresh” promotional series at Mjórróður Boutique.  **Certifications**  ServSafe Food Safety Certification – Level 1 | 2018-01-01  National Restaurant Association  **Interests**  Interests: Mountain hiking, Photography, Traditional Icelandic knitting, Volunteer work with local youth sports clubs (assistant coach, 2019‑present) | **Experience**  **Front‑of‑House Supervisor at Kaffi Laugardalur**  01 Jun 2019 – Present  Reykjavik, Iceland  Managed daily restaurant floor operations, including seating, order taking, and guest satisfaction. Trained new servers on service standards, POS usage, and health‑safety protocols. Oversaw inventory ordering for beverages and pantry supplies, maintaining a 95 % stock‑out avoidance rate. Handled cash reconciliation and end‑of‑day financial reports. Assisted the manager with vendor negotiations for coffee beans and pastries (no direct procurement responsibilities).   * Managed daily restaurant floor operations, including seating, order taking, and guest satisfaction. * Trained new servers on service standards, POS usage, and health‑safety protocols. * Oversaw inventory ordering for beverages and pantry supplies, maintaining a 95 % stock‑out avoidance rate. * Handled cash reconciliation and end‑of‑day financial reports. * Assisted the manager with vendor negotiations for coffee beans and pastries (no direct procurement responsibilities).   **Retail Associate at Mjórróður Boutique**  01 Mar 2017 – 31 May 2019  Akureyri, Iceland  Provided personalized assistance to customers, maintained visual merchandising standards, and processed sales transactions. Conducted quarterly stock counts and coordinated deliveries with suppliers. Developed weekly social‑media posts to promote new arrivals, increasing foot traffic by ~10 % (measured via in‑store surveys).   * Provided personalized assistance to customers, maintained visual merchandising standards, and processed sales transactions. * Conducted quarterly stock counts and coordinated deliveries with suppliers. * Developed weekly social‑media posts to promote new arrivals, increasing foot traffic by ~10 % (measured via in‑store surveys).   **Event Assistant (Seasonal) at Icelandic Summer Festivals Ltd.**  01 Jun 2015 – 28 Feb 2017  Various Locations, Iceland  Supported logistics for outdoor concerts and cultural festivals, including setup of stages, tents, and vendor booths. Managed on‑site registration desks, answered attendee inquiries, and facilitated volunteer scheduling.   * Supported logistics for outdoor concerts and cultural festivals, including setup of stages, tents, and vendor booths. * Managed on‑site registration desks, answered attendee inquiries, and facilitated volunteer scheduling.   **Barista (Part‑time) at Borgun Café**  01 Sep 2013 – 31 May 2015  Reykjavik, Iceland  Prepared specialty coffee drinks, maintained equipment cleanliness, and ensured compliance with health regulations.   * Prepared specialty coffee drinks, maintained equipment cleanliness, and ensured compliance with health regulations.   **Education & Training**  **Associate of Arts, Tourism & Hospitality Management**  Icelandic University of Business (IUB)  01 Jan 2011 – 31 Dec 2013  **High School Diploma, General Education**  Menntaskólinn í Reykjavík  01 Jan 2008 – 31 Dec 2011  **References**  **References**  Available on request. |