

# Tomislav Pajtak



**Address:** Bokokotorska 14, Bjelovar, Croatia, 43000










**Phone:** Home +385 43 214 236, Cell +385 95 533 0461

**Email:** pajtaktomislav@yahoo.com

**Skype:** tomlav.pajtak

Enthusiastic person eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Always ready for new working environment and new challenges. Motivated to learn, grow and excel in life and professionally.

## SKILLS

Holland America Line - MXP, Fidelio, AffairWhere, AIMS, Medallia (2011 - 2020)		Excellent
Carnival Cruise Lines - TNVT, CRS, SPMS, CCL Invoice Application (2007 - 2009)		Excellent
Microsoft Word, Excel, Outlook, Power Point, Publisher		Very Good
Teacher, Trainer, Instructor		Very Good
Guest-focused quality service		Excellent
Managerial experience		Excellent
Customer Service		Excellent
Organization		Excellent
Travel recommendations		Excellent

# WORK HISTORY

2011-07 - Current

## **Shore Excursions Manager & Asst. Shore Excursions Manager**

*Holland America Line, multiple ships*

- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Increased customer satisfaction by resolving operational and guest satisfaction issues.
- Consistently attending mandatory trainings and drills.
- Provided support to my colleagues and superiors.
- Performed my daily duties such as (but not limited to): manning the Shore Excursions desk, selling tours, providing information, printing letters, setting up Shore Excursions dispatch, catalogue, flyers.

2010-02 - 2011-05

## **Destination Services Assistant**

*Oceania Cruises, multiple ships*

- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Increased customer satisfaction by resolving operational and guest satisfaction issues.
- Consistently attending mandatory trainings and drills.
- Provided support to my colleagues and superiors.
- Performed my daily duties such as (but not limited to): manning the Shore Excursions desk, selling tours, providing information, printing letters, setting up Shore Excursions dispatch, catalogue, flyers.

2007-04 - 2009-12

## **Purser & Asst. Shore Excursions Manager**

*Carnival Cruise Lines, multiple ships*

- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Increased customer satisfaction by resolving operational and guest satisfaction issues.
- Consistently attending mandatory trainings and drills.
- Confirmed relevant guest information and payment methods to prevent fraud.
- Provided guest with above-and-beyond service, including making outside venue reservations and setting up tours.
- Calculated billings and posted charges to room accounts, reviewing all charges with guests at checkout.

2004-02 - 2007-02

**Waiter**

*Oceania Cruises, multiple ships*

- Performed complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet guests needs.
- Stayed up to date on menu changes to offer current and accurate information, answer questions and help guests select optimal meal choices based on individual preferences.
- Used correct cleaning, sanitizing and food handling procedures to maintain optimal protections for guests.
- Maintained guests satisfaction with timely table check-ins to assess food and beverage needs.
- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
- Inspected dishes and utensils for cleanliness, sending back to be washed again when necessary.

2001-02 - 2003-02

**Waiter**

*Hotel Laguna, Novigrad, Croatia*

- Performed complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet guests needs.
- Stayed up to date on menu changes to offer current and accurate information, answer questions and help guests select optimal meal choices based on individual preferences.
- Used correct cleaning, sanitizing and food handling procedures to maintain optimal protections for guests.
- Maintained guests satisfaction with timely table check-ins to assess food and beverage needs.
- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
- Inspected dishes and utensils for cleanliness, sending back to be washed again when necessary.

1997-01 - 2000-12

**Various Jobs (Waiter, Warehouse Worker, Driver)**

*Various Employers, Croatia*

- Loaded, unloaded and moved material to and from storage and production areas.
- Performed inventory control, such as counting and stocking merchandise.
- Operated company vehicles and machinery in a safe manner.
- Complied with and followed company standards and regulations.




## EDUCATION

2012-01 - 2012-01	<b>STCW - Train the Trainer Certification</b> <i>Star Center, Dania Beach, FL, U.S.A.</i>
2010-03 - 2010-04	<b>English Language Teacher</b> <i>International TEFL Teacher Training, Bangkok, Thailand</i>
1992-09 - 1996-06	<b>High School Diploma: Hospitality Administration and Management</b> <i>Hotel Management School - Bjelovar, Croatia</i>

## CERTIFICATIONS

2019-03	Basic Safety Certificate
2019-03	Survival Craft and Rescue Boats (other than fast rescue boats)
2019-03	Crisis Management and Human Behavior
2017-04	Safety Familiarization and Crowd Management Training
2014-01	Maritime Security Awareness Training
2013-03	Employee of the Month (Holland America Line)
2012-11	Instructor, Supervisor and Assessor Course
2012-06	HAL University Leadership Academy
2010-07	TEFL Teacher Training Program
2006-08	Employee of the Month (Oceania Cruises)

## LANGUAGES

Croatian - speaking and writing		Native
English - speaking and writing		Superior
German - speaking and writing		Intermediate

## HOBBIES

Football and bike riding

## ADDITIONAL INFORMATION

Reference letters, visas, seaman's book, medical info., additional certificates, etc. - available upon request