

# Stefan Cagic

Hospitality professional

stefan.cagic@gmail.com

---

## Summary

Development, opening and operational management of quality hotels and restaurants. Creating new concepts, training, implementing quality standards and operational controls in the hospitality and restaurant industry.

---

## Experience

### **F&B Consultant at DK-Team - Hospitality Consulting group**

August 2012 - Present (1 year 9 months)

DK team - Hospitality Consulting Group

Design and structural organization of new restaurants, business and improvement of existing facilities.

Research and market analysis.

The introduction of standards and quality control.

Training, master classes.

Assistance in recruitment of professional staff.

Development, pre-opening, opening and operational management ,creating new concepts, menu, wine card, cocktail card, calculations, staff training, implementing quality standards and operational controls in restaurant, marketing, HR service..

Projects:

Tomy restaurant - Simanovci <http://www.tomyrestaurant.rs/>

Restaurant "Riviera" , Oryol, Russia - consultation, service development

Cafe club "Divan" , Tula, Russia, - development, training, marketing and other activities. - <http://www.cafe-divan.ru/>

Restaurant Public, Tula, Russia - Pre opening - <http://yourpublic.ru/>

**F&B Supervisor at FMTG - Falkensteiner Michaeler Tourism Group**

January 2014 - March 2014 (3 months)

Falkensteiner Hotel Stara Planina

The hotel offers 146 rooms and suites feature elegant décor and modern design, 6 exclusive conference rooms spread across 500 sqm, spa & wellness with indoor pool, sauna & hammam, Jacuzzi, outdoor pool etc.

Cuisine: Restaurant “Balkan” , Restaurant “Gondola” and Lobby Bar.

F&B Supervisor / Asst.F&B Manager

Responsibilities:

- \* assisting the F&B Executive in overseeing and ensuring daily smooth operations including 2 restaurants, Lobby bar,banqueting functions and events
- \* be the host and communicate with guests
- \* ensuring sufficient stocks for daily use at outlets
- \* preparing duty roster and roster staff for meal breaks
- \* checking on staff attendance
- \* ensuring the standards of service are delivered
- \* ensuring the quality levels of products and services
- \* assisting in the monthly F & B promotions
- \* guide / training new service staff
- \* ensuring daily cash and credit collections are in order
- \* ensuring neatness and cleanliness of workstation including hygiene aspects
- \* attending to complaints, feedbacks and remedy situations
- \* ensuring that all stocks are accounted for
- \* recording daily sales report
- \* delegating duties
- \* be responsible for the sales and revenue, profits & losses
- \* other duties may be assigned to me from time to time by the Management

**Restaurant Manager at Tomy Restaurant**

August 2012 - December 2012 (5 months)

Development, pre-opening, opening and operational management of quality restaurants ,creating new concept, menu, wine card, cocktail card, calculations, staff training, implementing quality standards and operational controls in restaurant, marketing, HR officer..

**Captain at Zira Hotel**

January 2012 - June 2012 (6 months)

Head waiter for Restaurant, Conference and Room service

- \* Provide friendly, excellent service to all Guests by escorting them to their respective seats.
- \* Assist Team Members to perform preparation, table set up and ensure the proper handling of all operating equipment.
- \* Assume at all times a pleasing and helpful attitude towards each Guest.
- \* Handle politely and channel all telephone messages received and handle reservations.
- \* Direct Guests to their table and remember to scatter the Guests evenly at various stations of the restaurant.
- \* Handle and solve any concerns and questions from customers.
- \* Supervise servers to ensure excellent customer service is provided every time.
- \* Support Assistant Manager and Department in achieving all goals and Key Performance Objectives.

**Waiter at Zira Hotel**

December 2008 - December 2011 (3 years 1 month)

A la carte, conference, room service

- \* Provide friendly, excellent service to all Guests by escorting them to their respective seats.
- \* Direct Guests to their table and remember to scatter the Guests evenly at various stations of the restaurant.

Head waiter when it's needed

**Waiter at Hotel Plavi Horizont**

June 2008 - September 2008 (4 months)

A la carte waiter

- \* Provide friendly, excellent service to all Guests by escorting them to their respective seats.
- \* Direct Guests to their table and remember to scatter the Guests evenly at various stations of the restaurant.

**Waiter at Restaurant Violeta kuca stara**

July 2007 - September 2007 (3 months)

A la carte waiter

- \* Provide friendly, excellent service to all Guests by escorting them to their respective seats.
- \* Direct Guests to their table and remember to scatter the Guests evenly at various stations of the restaurant.

**Waiter - trainee at Hotel Palace Belgrade**

September 2003 - May 2007 (3 years 9 months)

Practice for high school

**Waiter - trainee at InterContinental Belgrade**

September 2005 - March 2006 (7 months)

Student of school for tourism and hospitality

---

## Courses

### **F&B Consultant**

DK-Team - Hospitality Consulting group

Russian language A1

---

## Languages

<b>English</b>	(Full professional proficiency)
<b>Russian</b>	(Professional working proficiency)
<b>German</b>	(Limited working proficiency)
<b>Greek</b>	(Elementary proficiency)

---

## Skills & Expertise

**Pre-opening**  
**Food & Beverage**  
**Restaurants**  
**Hotels**  
**Menu Development**  
**Banquets**  
**Micros**  
**Wine**  
**Fine Dining**  
**Hospitality Industry**  
**Tourism**  
**Cost Control**  
**Catering**  
**Restaurant Management**  
**Customer Service**  
**Food Service**  
**Teamwork**  
**Pre-opening experience**  
**F&B Operations**  
**Supervisory Skills**  
**F&B Management**  
**Foreign Languages**  
**Event Planning**  
**Microsoft Office**  
**Training**  
**Menu Costing**  
**Recruiting**  
**Guest Service Management**

**Banquet Operations**  
**Cooking**  
**Direct Sales**  
**Inventory Management**  
**Forecasting**  
**German**  
**Consulting**  
**Building Relationships**  
**Employee Relations**  
**Revenue Analysis**  
**Communication skill**  
**Team work**  
**Guest Satisfaction**  
**Conferences**  
**Staff Training**  
**English**  
**Promotions**  
**Problem Solving**  
**Consultation**  
**Organization**  
**Property Management Systems**  
**Material Controls**

---

## Education

**The college of hotel management Belgrade**

Hotel manager, Restaurant management, 2007 - 2013

**The high School for tourism and hospitality**

Secondary education, Restaurants, 2003 - 2007

---

## Interests

Training management, traveling, sports, music...

---

# Stefan Cagic

Hospitality professional

stefan.cagic@gmail.com

---



[Contact Stefan on LinkedIn](#)