

Krzysztof Puchała

email: puchala.krzysztof04@gmail.com; **mobile:** +48 602 714 527;

address: Agawy 33, 05-082 Kwirynów (West Warsaw County)

Education:

2023 - : Faculty of Management, University of Warsaw, majoring in Management (third-year student).

2022 - 2023: Faculty of Management, University of Warsaw, majoring in Finance and Accounting.

2019 - 2022: XXI High School of Hugo Kołłątaj: extended math, physics and computer science classes.

Professional experience:

IX.2022- IX.2024: McDonald's (KH Group)

III.2022 – IX.2024: Position - Hospitality Leader:

Responsibilities:

- ensuring high quality of services provided, including customer service throughout the McDonald's restaurant located at 35 Świętokrzyska Street, Warsaw;
- maintaining cleanliness, technical efficiency of equipment in the restaurant and physical safety of guests, by coordinating the work of people responsible for individual tasks (order taking team, cleaning, technical, facility security);
- taking care of a positive image of the McDonald's restaurant – direct work with the customer;
- service of McDonald's guests - both individuals and organized groups; direct service or through a radio communication system;
- helping customers and McDonald's staff in clarifying inaccuracies and misunderstandings;
- clarifying customer complaints reported on the spot;
- organization of deliveries to the place of collection of orders;
- cash register service and cash settlement;
- receiving and handling orders on site and online;
- at the request of the Employer - supporting the work of other McDonald's outlets: Old Town, Małopole.

IX.2022 – II.2023: McDonald's employee (KH Group)

Responsibilities:

- collecting and processing orders;
- quality control of orders before handing over to the customer;
- accepting and settling payments (cash register, contactless payments);
- taking care of the cleanliness of the room;

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Completed trainings:

McDonalds' - Hospitality Leader Course:

- How to deal with "Difficult Clients"
- "Conflict resolution and taking care of good atmosphere in the workplace";
- "Managing your own stress";
- "Effective communication with clients and colleagues";

Chris - Young Staff Program:

- organizing events and games for children;
- teamwork;
- conflict resolution;

Additional information:

- Bachelor's seminars entitled "Management of people in a modern organization";
- Extended English Matura exam score of 98%;
- Polish Sign Language at A1 level;
- analytical and process way of thinking;
- communicativeness, openness;
- Knowledge of Office package:
 - Excel – tasks on the Matura exam in Computer Science performed at a very good level; practical classes at university;
 - Word – practical classes at university;
- Readiness for office work in Warsaw;

Interest:

- Formula 1 – formal and technical regulations, race strategies, procedures;
- movies and series, Eastern and Western, watched mostly in English, and manga, read only in English;
- strategy board and video games, platformer and rhythm video games.

I consent to the processing of my personal data for the purposes of the recruitment process (in accordance with the Act of 10 May 2018 on the protection of personal data (Journal of Laws of 2018, item 1000) and in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR)).