

Aya Filali

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EXPERIENCE

Restaurant Manager & Customer Service Leader - Savage Restaurant (One Michelin Star)

Oslo, Norway

June 2023 – March 2025

- Liaison between the kitchen and front of house team
- Ensures the best experience for the guest
- In charge of training new staff members, schedule planning
- Managing Reservations, seating arrangements and service flow to optimize guest satisfaction
- Handling customer inquiries, feedback and resolving issues promptly
- Produced social media content
- Learned menus and created scripts to guide guests communication

Breakfast Manager - Hotel Revier

Oslo, Norway

August 2023- Present

- In charge of breakfast serves for hotel guest
- In charge of morning set up including fresh coffee, cold press juices and breakfast pastries
- Support to guest with check in/out

Michelin starred Server - Restaurant À l'aise (One Michelin Star)

Oslo, Norway

August 2022 – June 2023

- Fine dining knowledge and proper serving etiquette
- Ability to ensure dining experience and to handle properly guests concerns
- Maintain dining room and common areas to the highest standards of cleanliness
- Knowledge of French and Italian Cheese
- Knowledge of wine

Floor Manager – Restaurant Da Aldo (fine dining)

Pavia, Italy

August 2021 – May 2022

- Experience in providing clear direction and guidance to staff members
- Ability to train and coach staff in delivering high quality service.
- Experience in creating and implementing schedules to optimize workflow.

Head Waitress - Pizzeria Fabbrica

Fredrikstad, Norway

May 2022 - August 2022

- Communicated with guest and made sure of proper preparation of their order
- Ensure the cleanliness and hygiene of the restaurant

Bar Manager - Café Manzoni

Pavia, Italy

January 2021 - August 2021

- In charge of ordering non alcoholic and alcoholic beverages
- In charge of cash payouts at the end of the night
- Handled payments from customers

EDUCATION

Università degli Studi di Pavia - Italy

Master Degree in Law

September 2020 - Present

Ist. Magistrale Adelaide Cairoli di Pavia - Italy

Linguistic Diploma

September 2015 - July 2020

LANGUAGES SKILLS

- Italian- Native Speaker
- Arabic- Native speaker
- English- C2
- German-C1
- French B2

