

Ana Turcan

Hotel Receptionist | Guest Experience | Multilingual | Front Desk Operations

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SUMMARY

Friendly and professional hotel receptionist with experience in both hospitality and customer service. Skilled in managing guest interactions, front desk operations, and providing top-tier service in fast-paced environments. Multilingual and adaptable, with a strong work ethic, excellent communication skills, and a commitment to guest satisfaction.

KEY ACHIEVEMENTS

Efficient Check-In Process

Improved check-in process, decreasing time by 20% and increasing guest satisfaction scores.

Increased Tour Sales

Exceeded monthly tour sales targets by 30%, significantly boosting hotel revenue.

Effective Staff Training

Trained 10+ employees monthly, improving customer service ratings by 25%.

Accurate Transaction Management

Managed 100+ daily transactions, maintaining a 98% accuracy rate.

EXPERIENCE

Hotel Receptionist

Crestfield Hotel

London
04/2023 - 06/2025

- Handled check-ins and check-outs efficiently, ensuring a smooth guest experience
- Assisted international guests by using translation skills to overcome language barriers
- Maintained a clean, welcoming front desk area while managing incoming calls and bookings
- Promoted local tours and attractions to boost guest satisfaction and hotel revenue
- Inspected rooms and communicated maintenance issues promptly to relevant departments

Branch Manager

American Dry Cleaning Company

London
07/2021 - 03/2023

- Led a team in daily operations, achieving sales targets and enhancing customer experience
- Maintained detailed reports on branch performance and collaborated with head office
- Trained new employees and monitored quality standards in customer service

Corporate Receptionist & Personal Assistant

Petroluc

London
01/2020 - 03/2022

- Managed front desk and handled over 50 daily calls with professionalism and efficiency
- Scheduled meetings, monitored office supplies, and ensured smooth daily operations

EDUCATION

BSc in Pedagogy and Psychology

School or University

Location
2006 - 2011

- BSc in Pedagogy and Psychology |

LANGUAGES

Romanian (Native)

English (Proficient)

Russian (Proficient)