

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.

LANGUAGES

Romanian	Native	●●●●●
English	Proficient	●●●●●
Russian	Proficient	●●●●●

EXPERIENCE

Hotel Receptionist 04/2023 - 06/2025
Crestfield Hotel London

- 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 07/2021 - 03/2023
American Dry Cleaning Company London

- 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 01/2020 - 03/2022
Petroluc London

- 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 2006 - 2011
School or University Location

- BSc in Pedagogy and Psychology |