

Giedrė Raubaitė

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Work Experience

	Position and Organisation	Skills and competences
2015 november – present	Receptionist/Reservation Agent in hotel Mercure Antwerp City South	<ul style="list-style-type: none">● Attention to detail : processing large amounts of individual or group reservation requests, changes and cancellations, checking final bills and sending invoices.● Analytical skills: determining room rates based on the selling tactics of the hotel and calculating revenue and occupancy forecasts on the basis of current reservations.● High responsibility: making offers, contracts and reservations for 'high-revenue/high-demands' groups and individuals.● Communication skills: cooperating, coordinating works with all other departments to ensure the highest level of Guest service is maintained and the maximum profit is generated.● Problem solving skills: dealing with different kinds of people and finding solutions to a wide range of problems.● Customer Service: a confident, clear, and calm communication while working in a fast-paced work environment.● Administration Skills: completing daily check-lists, working with multiple databases, extranets, answering guests requests, reading reports, writing emails, answering phones.

Education:

- 2009-2013 Bachelor in Psychology [Vilnius University](#) (recognized in Belgium)

Languages:

- Lithuanian (Native Proficiency)
- English (Professional Working Proficiency)
- Dutch (Full Professional Proficiency)
- French (Elementary Proficiency)

Personal skills and competences:

- I am committed and hardworking with an ambition to always do my job as good as I can.
- I am proactive, enthusiastic person with a positive attitude
- I am able to establish and maintain good relationships with colleagues and clients
- I am able to work in a group or independently.
- I am result-driven/challenge-driven person who believes that anyone can learn anything under the right circumstances

Extra information:

- Driving licences (A, B)
- Singing in a band
- Playing guitar and accordion.