

MARCO DOMINGUES

PROFILE

I am an experienced customer service professional who is well organised. I have a calm, patient personality meaning that I am able to work under pressure. I have good communication skills, I am able to work both on my own and as a part of a team.

I am currently looking for a position that will enable me to gain knowledge and experience with opportunities for professional growth.

CONTACT

ADDRESS

19 Alexandra Road, NW8 oDP
London

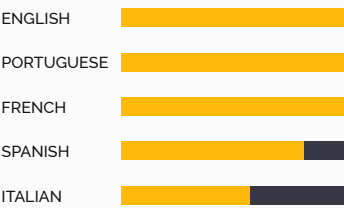
PHONE

+44 07 840 399 131

EMAIL

marcodomingues.md@gmail.com

LANGUAGES



INTEREST



WORK EXPERIENCES



Tour Operator
March 2018 - Present

MIKI TRAVEL LTD.
Deal with tours to Portugal, France and Benelux.
Filter requests from sales team to the hotel.
Monitor and chase the hotel's reply.
Assist the tours during and after their travel.
Monitor rates and payment of the hotels.

Reception Supervisor
March 2016 - 2018

NOVOTEL LONDON PADDINGTON
Support the team.
Create a fantastic first impression with a warm personalized welcome.
Control of the tasks developed by the team.
Ensure the staff is fully informed of all relevant information

Receptionist
Sept 2014 - Nov 2015

NOVOTEL CONVENTION ET WELLNESS CDG (PARIS)
Take care of guest from their arrival through to their departure.
Contribute with administrative tasks such as no show, loyalty points program, guest credit.
Preparation of flight crew member's reservations and arrivals.

Apprenticeship
Sept 2013 - Sept 2014

NOVOTEL PARIS VAUGIRARD (PARIS)
Process the arrivals and departures of the customers.
Contribute with administrative tasks, such as guest credit and control of arrivals.
Assist guest with any concierge request.

EDUCATION



CFA Trajectoire
Sept 2013 - Aug 2014

RECEPTION APPRENTICESHIP (France)

Rocha Peixoto
Sept 2006 - 2010

BACHELOR DEGREE (Portugal)

SKILLS & EXPERTIZE

