

Susana Pisones Pérez

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Bachelor in Tourism, with more than 6 months of experience in reception and living in Dublin since 09/2021. I have a great interest in customer service and ability to learn and apply my knowledge to the professional field.

EDUCATION

Degree in Tourism. University of Seville. 09/2017 - 09/2021.

LANGUAGES

Spanish: Native

English: Level B2

French: Level A1

PROFFESIONAL EXPERIENCE

Hotel Receptionist. MERCER EME CATHEDRAL 5 stars, S.L.U. Seville. 2 months (2021).

Tasks performed:

- Check in and check out of guests.
- Solving conflicts, complaints and suggestions from customers.
- Planning and organization of group arrivals.
- Assisting with cash advances, money exchange and checking guest folios.
- Informing guests about the different activities to be carried out in the city.
- Assigning rooms to the arrivals of all clients, entering reservations in the program, telephone assistance.

Hotel Receptionist. Sandymount Hotel at AVIVA Stadium 4 stars, Dublin. (01/06/2022-

Present).Tasks performed:

- Check in and check out of guests.
- Process all payments according to established hotel requirements.
- Provide information and assistance to all guests and vendors.
- Take, modify, and update room reservations.

SKILLS AND COMPETENCES

- Knowledge of Protel and Parallels
- Customer care
- Ability to work well in stressful situations
- Adaptability
- Organisation and planning
- Motivation
- Teamwork
- Decision making
- Responsibility
- Eagerness to improve
- Problem solving

INFORMATION OF INTEREST

- Time availability
- Geographic availability
- Residing in Ireland since 09/2021