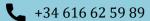
# Susana Pisones

# Pérez





perez22susana@gmail.com



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