

Curriculum vitae

PERSONAL INFORMATION



Moldovan Andreea

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Sex Female | Date of birth 22/03/1999 | Nationality Romanian

WORK EXPERIENCE

01/05/2019–Present

Receptionist

Mercure Sibiu Airport Hotel
soseaua Alba-Iulia, 120, Sibiu (Romania)

Business or sector Accommodation and food service activities

18/06/2018–17/09/2018

Receptionist

Ana Airport Hotel
sos. Alba-Iulia,120, 550052 Sibiu (Romania)
<http://anaairporthotel.ro>

- greet & welcome clients as soon as they arrive
- answer the phone in a timely manner and direct calls to the correct offices
- deal with bookings by phone, e-mail or face-to-face
- complete procedures when Guests arrive and leave
- repair bills and take payments
- take and pass on messages to Guests
- deal with special requests from Guests
- answer questions about what the hotel offers and the surrounding area
- deal with complaints or problems
- handle incoming and outgoing mail
- ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- provide basic and accurate information in-person and via phone/email
- receive, sort and distribute daily mail/deliveries
- arrange travel and accommodations, and prepare vouchers
- perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

Business or sector Accommodation and food service activities

EDUCATION AND TRAINING

08/09/2014–25/05/2018

High School Diploma

Liceul Teoretic "Onisifor Ghibu "
str. Bihorului,3, 550064 Sibiu (Romania)
<http://www.onisifor-ghibu.ro/>

PERSONAL SKILLS

Foreign language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B2	B2	B2	B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

- Job-related skills**
- customer service
 - verbal and written communication
 - friendly
 - professional
 - adaptable
 - patience
 - problem solving skills
 - accuracy and attention to detail
 - integrity
 - interpersonal skills
 - telephone skills
 - listening
 - customer focus
 - organization
 - handle pressure

Digital skills	SELF-ASSESSMENT				
	Information processing	Communication	Content creation	Safety	Problem-solving
	Independent user	Independent user	Independent user	Basic user	Basic user

Digital skills - Self-assessment grid

- Other skills**
- Fidelio
 - Opera
 - Tars/Resa Web
 - Microsoft Office