

## PERSONAL INFORMATION

## Aliona Grisucova



 Calea Mosilor, Nr. 223, Bucharest (Romania)

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Sex Female | Date of birth 05/08/1997 | Nationality Romanian

## WORK EXPERIENCE

01/11/2018–Present

## Front-Office Receptionist

CITY HOTEL 3\*, Bucharest (Romania)

- In charge with the check-in/check-out procedures
- Welcoming guests with an positive attitude
- Operating reservations from online platforms (Booking, Expedia, Met Global, etc.), phone, e-mail, in person and introducing them into our Hotel Management System
- Solving issues that may occur during the stay of our guests
- Assisting guests whenever they needed.
- Relations with the Housekeeping department and managers.

21/11/2017–30/10/2018

## Front Office Receptionist &amp; Bartender

Ambra Boutique Hotel &amp; Bistro 4\*, Constanta (Romania)

- In charge with the check-in/check-out procedures
- Welcoming guests with an positive attitude
- Operating reservations from online platforms (Booking, Expedia, Met Global, etc.), phone, e-mail, in person and introducing them into our Hotel Management System
- Solving issues that may occur during the stay of our guests
- Assisting guests whenever they needed.
- Assisting during breakfast hours, lunch and dinner when help was needed.
- Offering drinks from the Hotel Bar during the night shifts

20/08/2018–16/11/2018

## Front-Office Receptionist

Hotel Royal 4\*, Constanta (Romania)

- In charge with the check-in/check-out procedures
- Welcoming guests with an positive attitude
- Operating reservations from online platforms (Booking, Expedia, Met Global, etc.), phone, e-mail, in person and introducing them into our Hotel Management System
- Solving issues that may occur during the stay of our guests
- Assisting guests whenever they needed.

01/05/2016–09/09/2016

## Front-Office Receptionist

Nobel Residence 4\*, Mamaia Nord (Romania)

- In charge with the check-in/check-out procedures
- Welcoming guests with an positive attitude

- Operating reservations from online platforms (Booking, Expedia, Met Global, etc.), phone, e-mail, in person and introducing them into our Hotel Management System
- Solving issues that may occur during the stay of our guests
- Assisting guests whenever they needed.

06/2015–09/2015

### Commercial sales representative

Ban Nicolae PFA (Shop), Costinesti (Romania)

- Selling products from our shop and reaching specific targets.
- relations with the suppliers in order to replenish the stocks

## EDUCATION AND TRAINING

2016–2018

Faculty of Economic Studies, Ovidius University, Constanta (Romania)

- Accounting
- Finances
- Macroeconomics/Microeconomics
- Statistics
- Business English & French

2012–2016

### Tehnician in Turism

EQF level 4

Carol the 1st Commercial College, Constanta (Romania)

General:

- Mathematics, Foreign Languages (English, French), Romanian Literature

Applied Sciences:

- Economics, Accounting

Occupational:

- Hotel Management, Tourism related operations, Procedures done in a tourism agency.

## PERSONAL SKILLS

Mother tongue(s)

Romanian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
IELTS					
Russian	B2	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

Communication skills

- good communication skills developed by working with various clients
- excellent contact with people gained through my experience working as a receptionist in various hotels

Organisational / managerial skills

- leadership ( for a short period of time I was promoted as a Front Office Manager being in charge with the Front Office and Bar department.

- good team leading skills
- good organisational skills

**Job-related skills** - mentoring skills ( was in charge of training the new employees)

#### Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

#### Digital skills - Self-assessment grid

- good command of the Microsoft Office Suite
- good command of photo editing skills gained through my passion for photography as a hobby