

Dear Sir/Madam,

I am Sara Peric, I am originally from Trieste, Italy, which borders with Slovenia. I graduated from the Slovenian Institute of Trading and Tourism, where I earned my qualification, a diploma in touristic services. The institute prepares every student for working life, with many practical courses and internships.

When ended my studies, I started to work in different sectors, all based in direct customer services. I felt confident dealing with customer needs, managing stressful situations professionally and calmly. My experience has also taught me how to be organised and to work as a part of a team.

Wherever I worked, I always give all of myself. For me it is vital to feel proud of my work and an important member of a team. I love to feel helpful to my colleagues and a pride for the company.

I moved to London in 2012 and I started working for Corney and Barrow, a wine bar located in Canary Wharf. There I had to deal with a wide variety of customers from many different countries, giving advice and guidance with food and drink, making sure to give the best experience possible.

In September 2013 I began to work as a receptionist at Bethnal Student Living, international student accommodation. My attention to detail, love for support and good service for the tenants meant that I got promoted to Facilities Manager within a few months.

The company owner gave me a goal to reach: to be prepared for the large student arrivals of the summer and receive as little complaints as possible from the school agents. My cleaning team and I worked really hard to change the look and reputation of the residence. The busy period is ending now and the results are very satisfactory.

I am a very positive and determined person and that is why I feel I would be a useful part of a company that can provide me with a chance for growth in my career.

In closing I thank you for your time and consideration, I hope to be the person you are looking for.

Yours sincerely,

Sara Peric

## Work Experience

- 2013 - Present    **Bethnal Student Living - Bethnal Green**  
Facilities Manager  
A student/young workers international accommodation
- Responsible for overlooking cleaning and maintenance of the building
  - Schedule cleaning team shifts
  - Responsible for buying the cleaning material
  - Customer service at the reception (answer phone, rent and fine payment, dealing with complaints, client support during the stay)
  - License agreements, preparation and explanation, both in English and Italian
  - Booking procedure such as handling potential customer requests, arranging viewings of the premises, information about prices, terms and conditions.
- 2012 - 2013    **Corney & Barrow - Canary Wharf**  
Bar assistant  
A very popular, fast paced restaurant and wine bar
- Table and bar service
  - Hosting events
  - Giving food and wine advice
  - Training new staff members
- 2011    **Officine Meccaniche Industriali Srl**  
Secretary & receptionist  
Producers of industrial coolers and dryers
- Answering and screening phone calls
  - Meeting and greeting clients and partners
  - Light clerical work
  - Organising travel and accommodation for company members
  - Maintaining Excel database for sales agents

## Contact Information

email: speric88@yahoo.it  
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## Education

### **Institute for Trade Services & Tourism**

Diploma: Slovenian Professional  
Institute for trade services and  
tourism

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## Languages

Fluent English  
Italian  
Slovenian

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## Extra skills

Microsoft office  
Driving license  
8 Years customer service  
experience

## References

Angela Sanchez  
Bethnal Student Living  
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