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London, United Kingdom

Lukas Sivak

Profile

Adaptable and organized professional with a passion for travel, customer service, and web development. I excel in researching and booking complex travel itineraries, consistently striving to secure the best deals available. I am seeking a position as a Remote Booking Specialist to leverage my travel planning expertise, customer service skills, and technical knowledge to deliver exceptional experiences for clients.

Employment History

Host at Prada - Harrods, London

03/2023–Present

Serve as the first point of contact for customers, ensuring high standards of service and satisfaction

Coordinate schedules and manage reservations using platforms like 7Rooms and OpenTable

Assist in the smooth running of events, welcoming VIP guests and liaising with management

Handle administrative tasks to ensure efficient operation of the reception area

Host at Harrods, London

09/2021–03/2023

Duty Manager at Civil Service Club, London

07/2018–09/2021

Managed staff scheduling, training, and daily operations to maintain high service standards Monitored revenue, cash flow, and stock levels to ensure efficient operations

Resolved customer complaints, ensured facility security, and reported regularly to upper management

Led a team during shifts, guaranteeing adherence to policies and achievement of targets

Food and Beverage Supervisor at Civil Service Club, London

08/2015–09/2018

Supervised daily operations, ensuring excellent customer service without constant oversight

Skills

Travel Booking Tools
Customer Service
Research and Deal Finding
Communication
Web Development
IT & Office Skill
Management
Multitasking
Attention to Detail

Languages

Czech	Native speaker
Slovak	Native speaker
English	Native speaker

Hobbies

- Traveling (especially to Japan, USA, and city breaks across Europe)
- Analogue Photography
- Learning web development (HTML, CSS, JavaScript)
- Reading and staying updated on travel trends
- Self-education and personal development

References

References available upon request

Managed stock control, cash handling, and shift planning

Independently opened and closed the club, overseeing staff and administrative duties

PERSONAL TRAVEL PLANNING EXPERIENCE

Japan (2024 & 2019): Independently organized and booked two multi-week trips to Japan, managing all travel arrangements including flights, accommodations, and daily itineraries using Agoda, Booking.com, Skyscanner, Trainline, and Amex Travel.

USA (2017) Planned and executed a 3-week cross-country trip in the USA, coordinating all bookings and activities.

City Breaks (EU & UK) Regularly plan and book city breaks around Europe and the UK, handling all logistics including transport, accommodations, and activities.

Passionate about researching destinations, comparing travel options, and crafting tailored itineraries for diverse preferences and budgets.

Education

**GCSEs, Secondary School of Hotel Management,
Prague**

01/2010–01/2013

**Level 7 Diploma in Recruitment Management,
London**

01/2021

Certificate, Office Assistant Training

01/2021

Certificate in Responsive Web Design

2024