FLORENCIA ANTUNEZ DO NACIMENTO

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Mobile Number: 0272363768

**Immediate Availability**

I consider myself a friendly, responsible, diligent and proactive person. I’ve worked a lot in tourism, in different countries, and I really like work in team, but if is necessary, I adapt and work also on my own. I have a great spirit of overcoming and eager to learn different trades.

I have the Working Holiday Visa, and I think it’s a great opportunity to keep learning and continue adding good work experiences.

**WORK HISTORY**

***RECEPTIONIST-*** CUME HUE, Hosteria

*Los Alerces National Park, Chubut. Summer Season’s 2013/2014/2015*

Main Activities:

- Welcomes guests in person and show them the place.

- Cook for them in the dinner and breakfast.

- Take orders and serve food and beverages to costumers.

- Answer questions about the menu.

- In charge of stock purchases of the Hosteria.

***TOURISM GUIDE-*** DESCUBRE, Tour Agency.

*Manzanillo, Mexico. May - October 2016.*

Main Activities:

* Receive and guide the group.
* Warn about the risks of places or animals that we visit.

***RECEPTIONIST*** **-** FUTALAUFQUEN HOSTERIA

*Los Alerces National Park, Chubut. Summer Season 2017.*

Main Activities:

* Organize room status list, arrivals and departures.
* Take reservations by phone, internet and person, and check all the websites of the Hotel.
* Take orders and serve food and beverages to costumers.
* Answer mails about accommodation and queries about the Hotel.
* Offer excursion tours in the National Park.

***RECEPTIONIST* -** LAS BAYAS, Boutique Hotel

*Esquel Chubut. August 2017- July 2018.*

Main Activities:

* In charge in my shift.
* Welcomes guests, in person or by phone; answering or sending their queries.
* Direct visitors to their respective rooms and show them all the Hotel.
* Take reservations by phone, internet and person, and check all the websites of the Hotel.
* Assign tasks to the reception assistants.
* Keep the reception area safe, organized and clean.
* Take orders and serve food and beverages to costumers.

***TOURISM ASSISTANT*** –RAINFOREST RETREAT, Hotel.

*Franz Josef, New Zealand. November 2018- March 2019.*

Main Activities:

* Housekeeping .
* Prepare the breakfast for the guests and drive the car to each bungalow to deliver them respectively.
* In charge of buy everything for the guests breakfast.

**In the Hotels where I’ve work, we all met different tasks to achieve the best stay for our passenger.**

**EDUCATION**

“REGIONAL TOURISM GUIDE” - 2013 Promotion

ISTP Bariloche (Superior Institute of Tourism and Hospitality)

*San Carlos de Bariloche, Rio Negro. Patagonia Argentina.*

**LANGUAGES**

Spanish / English / Portuguese (medium)

LSA (SIGN LANGUAGE ARGENTINA)

**IT SKILLS**

Digital Design / Microsoft Office/ Open Orange / Booking, etc .

Customer Focus, Organization, Informing Others, Handles Pressure, Supply Management.

**OTHER**

International Driver’s License (**A** and **B**)