



## ALEJANDRO PÉREZ

### Recepcionist

#### ⇒ PROFESSIONAL SUMMARY.

Receptionist available to work in dynamic environments and in contact with the public. Experienced in administrative and commercial tasks such as Hotel Reception management, Reservations, and Billing.

#### ⇒ DUTIES.

- Providing customer service.
- Managing individual bookings.
- Managing group bookings.
- Managing direct customer enquiries and reservations via email.
- Managing reservations using PMSs and OTAs.
- Controlling reservations and forecasting.
- Managing billing and filing.
- Managing cash.
- Managing delivery notes and purchases.
- Performing various administrative duties.

#### ⇒ SKILLS.

- Teamwork.
- Availability.
- Flexibility.
- Initiative.
- Organisation.
- Decision making.
- Proactivity.
- Responsibility.
- Adaptability.
- Creativity.
- Empathy.
- Sociability.









#### ⇒ HOTEL PMS.

- Microsoft Dynamics NAV.
- Anphitron Hotel.
- ACIHOTEL.
- Cloudbeds.

#### ⇒ OTHERS.

- Driving licence A and B.
- Military service in the Army as an administrative assistant. Sant Climent Sescebes Military Base, Girona.

#### ⇒ CONTACT.

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#### ⇒ WORK EXPERIENCE.

**HOSTAL RIBAS** (Garet 62 Lloret, SL) | Lloret de Mar  
 02.2022 - 11.2025  
 Receptionist  
**HOTEL MERCEDES** \*\*\* (Distinct Merit, SL) | Lloret de Mar  
 01.2019 - 11.2019  
 Receptionist  
**HOTEL GOLDEN SAND** \*\*\* (Control Global Hosteleria, SL) | Lloret de Mar  
 02.2017 - 06.2018  
 Receptionist  
**HOTEL SUNVILLAGE** \*\*\*\* (Sun Village Lloret, SL) | Lloret de Mar  
 06.2013 - 09.2016  
 Recepcionista  
**GUIART LA MOLINA APARTHOTEL & SPA** \*\*\*\* (Guitart Hotels, SA)  
 Alp (La Molina), Girona | 10.2006 - 02.2007 - Winter season-  
 Receptionist  
**HOTEL GUITART CAPRI** \*\*\* (Guitart Hotels, SA) | Lloret de Mar  
 03.1991 - 10.2012  
 Receptionist  
**HOTEL CAPRI** \*\*\* (Platur, SA) | Lloret de Mar  
 01.1987 - 01.1991  
 Reception assist.

#### ⇒ ACADEMIC HISTORY.

10.2023  
 Agència FPCAT. GenCat | Barcelona  
 Professional Certificate for Accommodation Receptionist.

02.2022 – 06.2022  
 Lloret de Mar City Council | Lloret de Mar  
 acTIC Intermediate Level; 30 hours.

11.2018  
 Lloret de Mar City Council | Lloret de Mar  
 Online Administration Procedures; 3 hours.

11.2018  
 Lloret de Mar City Council | Lloret de Mar  
 Electronic Administration; 2 hours.

02.2017  
 Lloret de Mar City Council | Lloret de Mar  
 How to Finance My Business; 8 hours.






01.2003 – 05.2003  
 e-CIFO | Girona  
 Web Design Course; 156 hours.

02.1994  
 OMICRON CENTER | Lloret de Mar  
 Computer Course; 16 hours.

09.1988 – 11.1988  
 OMICRON CENTER | Lloret de Mar  
 Office Automation Course; 200 hours.

09.1976 – 06.1984  
 Esteve Carles School | Lloret de Mar  
 High School Graduate.

#### ⇒ LANGUAGES.

|          |   |              |
|----------|---|--------------|
| Anglès   |  | C1 Avançat   |
| Francès  |  | B1 Intermedi |
| Alemanys |  | A2 Bàsic     |
| Italià   |  | A1 Bàsic     |
| Rus      |  | A1 Bàsic     |