



# ALEJANDRO PÉREZ

## Receptionist

### ⇒ 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.

- Customer service.
- Management of individual bookings.
- Management of group bookings.
- Reservation management with PMSSs and OTAs.
- Reservation control and forecasting.
- Customer and reservations relations via email.
- Billing and filing.
- Cash control.
- Delivery note and purchase management.
- Various administrative duties.

### ⇒ SKILLS.

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

### ⇒ HOTEL PMS.

- Microsoft Dynamics NAV.
- Anphitrión 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 Hostelería, SL) | Lloret de Mar  
02/2017 - 06/2018

Receptionist.

**HOTEL SUNVILLAGE \*\*\*\*** (Sun Village Lloret, SL) | Lloret de Mar  
06/2013 - 09/2016

Receptionist.

**GUITART LA MOLINA APARTHOTEL & SPA \*\*\*\*** (Guitart Hotels, SA)  
Alp (La Molina) 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

Receptionist assist.

### ⇒ ACADEMIC HISTORY.

10/2023

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

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 – 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 |  |
| Alemany |  | A2 Bàsic     |  |
| Italià  |  | A1 Bàsic     |  |
| Rus     |  | A1 Bàsic     |  |