



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.

- Providing customer service.
- Managing individual bookings.
- Managing group bookings.
- Managing direct customer enquiries and reservations via email.
- Managing reservations using PMs 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.
- Organisation.
- Initiative.
- Proactivity.
- Project management.
- Planning and scheduling.
- Task prioritisation.
- Goal tracking.
- 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), 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.

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