



# 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.
- Manage inquiries and bookings from direct customers by email.
- Reservation management with PMSs and OTAs.
- Reservation control and forecasting.
- Billing and filing.
- Cash control and management.
- Delivery notes 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  
Repcionist
- HOTEL MERCEDES \*\*\*** (Distinct Merit, SL) | Lloret de Mar  
01.2019 - 11.2019  
Repcionist
- HOTEL GOLDEN SAND \*\*\*** (Control Global Hostelería, SL) | Lloret de Mar  
02.2017 - 06.2018  
Repcionist
- HOTEL SUNVILLAGE \*\*\*\*** (Sun Village Lloret, SL) | Lloret de Mar  
06.2013 - 09.2016  
Repcionist
- GUITART LA MOLINA APARTHOTEL & SPA \*\*\*\*** (Guitart Hotels, SA)  
Alp (La Molina), Girona | 10.2006 - 02.2007 -Winter season-  
Repcionist
- HOTEL GUITART CAPRI \*\*\*** (Guitart Hotels, SA) | Lloret de Mar  
03.1991 - 10.2012  
Repcionist
- HOTEL CAPRI \*\*\*** (Platur, SA) | Lloret de Mar  
01.1987 - 01.1991  
Repcionist 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	
Alemany		A2 Bàsic	
Italià		A1 Bàsic	
Rus		A1 Bàsic	