



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
 Recepcionist
HOTEL MERCEDES *** (Distinct Merit, SL) | Lloret de Mar
 01.2019 - 11.2019
 Recepcionist
HOTEL GOLDEN SAND *** (Control Global Hosteleria, SL) | Lloret de Mar
 02.2017 - 06.2018
 Recepcionist
HOTEL SUNVILLAGE **** (Sun Village Lloret, SL) | Lloret de Mar
 06.2013 - 09.2016
 Recepcionist
GUITART LA MOLINA APARTHOTEL & SPA **** (Guitart Hotels, SA)
 Alp (La Molina), Girona | 10.2006 - 02.2007 -Winter season-
 Recepcionist
HOTEL GUITART CAPRI *** (Guitart Hotels, SA) | Lloret de Mar
 03.1991 - 10.2012
 Recepcionist
HOTEL CAPRI *** (Platur, SA) | Lloret de Mar
 01.1987 - 01.1991
 Recepcionist 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	