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**Luis Manuel Last name**

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Espartinas

Land line

Mobile

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E-mail

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**Describe yourself and what would you like to do as job?**

• Management, Administration, and Analysis • Operations, Organisation, and Planning of Strategies • Production • Evaluation and Project Management • Marketing, Account Management, Institutional and Client Relations Management • Customer Satisfaction and Supply to the customer needs • Management, Development, and Training of the Staff • Staff Recruitment, Works and Services • Monitoring and Control • Attendance to trade shows, conferences and events

Define yourself

Orientation to the achievement of goals

Planning and organisation

Adaptability

Client orientation

Business management

What would you like to do as job?

Hospitality / Tourism

What specialty?

Hotel receptionist

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**Education**

**Agricultural Activities, Natural Resources (FP II, CYCLE OF HIGHER GRADE)**

Obtained in 2003 | Duration: 1000 years

Innovation and Technology in the Agricultural Sector

**No specialty (post-graduate (POST-GRADUATE DEGREE)**

Obtained in 2010 | Duration: 1000 years

Master in Hotel Management

**Tourism (DIPLOMA OR TECHNICAL ENGINEER)**

Obtained in 2009

Diploma in Tourism

**No specialty (Bachelor, COU, access (BACHELOR)**

Obtained in 1985

BUP, COU and Selectivity

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**Experience**

Reception duties, information, customer service, room assignation, daily closure, cash-flow handling, check-in, check-out ...

**Alcázar Hotel**

From 1990-10-01 - To 1991-05-01

Customer service, Internal Business, Reservations, Wholesale contracting, Group Budgets, Internal Budgets, Customer Service, Rates Fit, Revenue ...

**Radisson Príncipe de Asturias Hotel 5\* GL**

From 1992-04-01 - To 1994-04-01

Budgets, strategy design for the correction of budgetary slippages, cost control and revenue, supervision, financing, planning, speed up of projects, contracting works and personnel, machinery, negotiating with suppliers ..

**Finca la Isabela**

From 2000-04-01 - To 2009-12-01

Analysis and market research projects for hotel establishments; technological consulting, economic development, and innovation in the business fabric of Seville and its provinces through the introduction of competitive improvements

**Prodetur**

From 2013-07-01 - To 2013-12-01

Planning, Organization and Management of the Hotel. Recruitment, Training and Personnel Management, Control and Monitoring of employees’ performance. Coordination with Department Managers. Monitoring and Control of Quality Standards, cleaning

**Hotel Vertice Aljarafe**

From 2011-03-01 - To 2013-06-01

Information, Promotion, Marketing, Communication, Financial follow up, Budgets

**Wolters-Kluwer**

From 1995-01-01 - To 2000-02-01

Internship undertaken within the curriculum of the Master HOTEL MANAGEMENT in the "Casas de la Judería" Hotel carrying out various duties, negotiating with suppliers, controlling costs and revenue, customer service...

**Hotel Spa Las Casas de la Judería**

From 2010-06-01 - To 2010-10-01

Reception duties, information, customer service, room assignation, daily closure, cash-flow handling, check-in, check-out ...

**Parador de Turismo Cristobal Colón**

From 1990-06-01 - To 1990-09-01

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**Languages**

**Spanish** – Mother tongue – Very good proficiency

**English** - Good proficiency

**German** – Basic knowledge

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**Additional information**

**Driving licence**

**IT**

**Professional license**

* Pesticide Administrator, Qualified level