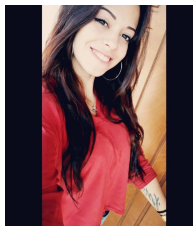


## PERSONAL INFORMATION




## Desiree Fortunati

 Novara 9, 28069 Trecate (Italy)

 (+39) 3925501526

 [desiree.fortunati50@gmail.com](mailto:desiree.fortunati50@gmail.com)

 <https://desifortunati.weebly.com>

Sex Female | Date of birth 31/08/1999 | Nationality Italian

## PREFERRED JOB

## Receptionist

## WORK EXPERIENCE

11/06/2018–19/08/2018

## Receptionist

Hotel Ariston  
Via Villagrande 16, 17019 Varazze (Italy)  
[www.hotelaristonvarazze.it](http://www.hotelaristonvarazze.it)

- Check in and check out procedures
- Lists of arrivals, departures, meals and housekeeper
- Checking the guest's credit card details
- Reservation management
- Bar
- Organization of transport documents and invoices
- Menus
- Management of room availability on the management system

Business or sector Accommodation and food service activities

05/06/2017–10/07/2017

## Receptionist

Hotel Ariston  
Via Villagrande 16, 17019 Varazze (Italy)  
[www.hotelaristonvarazze.it](http://www.hotelaristonvarazze.it)

- Check in and check out procedures
- Lists of arrivals, departures and meals
- Checking the guest's credit card details
- Reservation management
- Bar

Business or sector Accommodation and food service activities

## EDUCATION AND TRAINING

10/09/2013–07/06/2019

## Higher Level National Certificate in Hospitality Management

Istituto Professionale di Stato "G. Ravizza"  
Corso Risorgimento 405, 28100 Novara (Italy)

- Foreign Languages: English and Spanish
- Economics and Accountancy
- Reception (Hospitality Management)

09/02/2019–16/02/2019

Costa Crociere, Genova (Italy)

- On board the cruise ship Costa diadema (Savona - Marseille - Barcellona - Palma de Mallorca - Palermo - Rome - Savona)
- We observed the staff of the hospitality service and back office managing the requests of the guests.
- We visited the kitchens and met some staff members.

PERSONAL SKILLS

Mother tongue(s) Italian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	A2	A2	A2	A2	A2
Spanish	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
 Common European Framework of Reference for Languages

Communication skills Excellent interpersonal skills with the children acquired during the extra hours i have done as a babysitter. Empathic listener and persuasive speaker.

Organisational / managerial skills During my experiences i learned how to organize and manage reservations, emails, phone calls. Management of a reception independently.

Job-related skills Good command of customer management in the hotel sector

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Independent user	Independent user	Independent user	Basic user	Independent user

Digital skills - Self-assessment grid

In-depth knowledge Vertical Booking management system and Hoasys Software