

Federica Poli



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I am a reliable person, with strong communication and time management skills, very driven to success and always willing to learn quickly. I am responsible and I pay attention to details. Big customer focused, excellent organisational skills due to my previous experience as Receptionist. Very passionate in this field, I am always available to improve myself and take care of people's needs.

WORK EXPERIENCE

27/11/2015–Current job

Front Desk Receptionist

Clontarf Castle Hotel ****
Castle Avenue, Dublin 3
www.clontarfcastle.ie

Welcoming guests to the hotel in a polite, friendly and helpful manner, checking in and checking out procedures, taking payment from guests in the form of cash or credit cards, answering telephone inquiries promptly & professionally & transferring calls on, being a point of contact for guests should they have any queries, operating switchboard and directing calls appropriately, use of the Opera system, dealing with and resolving customer complaints, checking function sheets, managing bookings for conferencing, the restaurant and accommodation, keeping up to date on all hotel products, services, pricing & promotional offers, maximise sales revenues through up selling and marketing programmes, ensuring all relevant paperwork has been completed in order for a smooth handover at the end of the shift.

03/08/2015–03/10/2015

Trainee Hotel Receptionist

Danubius Health Spa Resort Helia ****
Kárpát utca 62-64, 1133 Budapest (Hungary)

Answering the phone, receiving all incoming calls and taking down messages, use of Opera system, taking reservations for private city tours, selling postcards, stamps, airport shuttle tickets, promoting and selling sightseeing tours, filling in forms, welcoming guests/customers, giving information about the city, checking in guests, dealing with enquiries and complaints, customer care.

01/07/2014–01/08/2014 **Trainee Hotel Receptionist**

Shakespeare Hotel
22-28 Norfolk Square, London, W2 1RS (United Kingdom) www.shakespearehotel.co.uk

Answering the phone, checking the email, receiving all incoming calls and taking down messages, filling in forms, welcoming guests/customers, checking in guests, checking out leaving guests, dealing with enquiries and complaints, general switchboard tasks, taking reservations, customer care, learning about the hotel's office administration.

15/09/2013–18/09/2013 **Stewardess for an international exhibition**

Daniela Dondena (Assocalzaturifici), Milan - Rho Fiera (Italy) www.micamonline.com

Giving the foreign guests satisfaction questionnaires about the event: interviewing them about their experience at the exhibition, their interests and personal details (mainly in English).

28/01/2013–09/02/2013 **Trainee Hotel Receptionist**

Hotel Castello Dal Pozzo *****L
8, Via Visconti, 28040 Oleggio Castello (Italy) www.castellodalpozzo.com

Answering the phone, check-in and check-out procedures, filling in forms, learning to use a hotel management system, dealing with enquiries and complaints, helping in organizing events and taking reservations.

EDUCATION AND TRAINING

09/2010–06/2015 **Higher National Certificate in Hotel Management and Hospitality (91/100)**

"G. Ravizza" Hotel Management and Catering
School Corso Risorgimento 405, 28100 Novara (Italy) www.ravizzanovara.gov

Hotel management, economics and accountancy, business studies, foreign languages (English and French), communications, Italian, history, mathematics.

30/06/2014–04/07/2014 **General English Course (20 hours)**

Language Link Ltd.
Dukes Road, 4/6, London, WC1H 9AD (United Kingdom)

FCE Level (CEF B2/C1)

23/09/2011–27/01/2014 **3-year Intensive English Course**

Wall Street Institute
V.le Buonarroti 22, 28100 Novara (Italy) www.wallstreetinstitute.com

PERSONAL SKILLS

Mother tongue(s) Italian

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
	P.E.T. Certificate passed with merit – Level B1 BULATS Certificate - Level C1 (05/2015)				
French	B1	B1	B1	B1	B1
	DELFI - Diplôme d'études en langue française (Level B1)				

Communication skills

- I am able to interact easily with people and create a collaborative relationship thanks to my work experiences in different teams. In a working group I can maintain my position and relate to the others in a positive way. I do not have problem in making friends with people from other cultures.

Organisational / managerial skills

- At school I was a well-organized person, I took notes during the lessons and I frequently turned them into useful summaries for my classmates. I like being prepared for the tasks set. Thanks to a lot of hostess services I did for my school at events held by the province of Novara (like the Tenco award - Dec 2013, the national rice exhibition held in my city - Oct 2013, a gynecology conference - Nov 2014), I have learnt how to deal with the customers and organise my work.

Job related skills

- At school, and later at work, I have learnt how to issue a voucher, how to deal with the hotel check-in and check-out procedures, how to edit a simple itinerary and how to prepare a quotation for prospect customers. During the internship in London I have learnt a lot about office administration.

DIGITAL COMPETENCE

Use of computer-based technologies to manipulate, create, store and retrieve information:

- Word Processors (Word, MS Publisher), Spreadsheets (Excel) and Databases;
- Multi-media (Powerpoint, Windows Movie Maker).

Use of computer-based technologies to locate, access, evaluate, store and retrieve information and to express ideas and communicate:

- Internet browsers;
- Email systems.

Use of Opera, Fidelio and Hotellinx hotel management systems.