

SONIA
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- +34 XXXXXXXXXX
- xxxxxxxxxxxxx@gmail.com
- October 16th, 2001
- Errenteria, 20100 (Donostia-San Sebas), Spain

ABOUT ME

Professional with experience in the hotel sector, holding roles in various departments and developing a comprehensive understanding of the industry. Able to manage multiple responsibilities in dynamic and multicultural environments, I excel at adaptability and problem-solving. I seek to continue my professional development, bringing commitment, service excellence, and a high level of motivation to create value for the team.

SKILLS

- Good organizational skills
- Teamwork
- Empathy and friendly attitude
- Efficiency
- Good oral and written communication skills
- Office proficiency

EDUCATION

Master's Degree in Digital Marketing (2023-2024) UNIR (Spain)

Degree in Tourism Managment (2019-2023) University of Salamanca (Spain)

LANGUAGE

SPANISH	NATIVE
ENGLISH	B2
FRENCH	B1
BASQUE	B1
GERMAN	BEGINNER LEVEL

EXPERIENCE

COMMIS DE RANG

- Seiblishof Superior Hotel**** ISCHGL**, Austria (ski season 2025) and **Hotels Löwe Bär***** SERFAUS** (2025)
 - Prepare and set tables before service.
 - Attend to all customer needs (serving water, bringing drinks, bringing ready dishes to the table, removing empty glasses and plates from the table, etc.).
 - Restocking and setting up the buffet for breakfast and dinner.
 - Providing coffee at breakfast.

HOTEL RECEPTIONIST

- Summer internships at the **Hotel de Londres y de Inglaterra****** (Donostia/San Sebastián) and **Hotel & Talasso Villa Antilla***** (2021)
- Work in the **Hotel & Talasso Villa Antilla***** (2022-2024)
 - Customer Service and Reservation Management: Managing check-in/check-out, providing hotel information, and resolving special requests. Confirming, modifying, and handling overbooking situations.
 - Cash Management: Billing, collections, and daily cash reconciliation.
 - Internal Coordination: Communicating with housekeeping, maintenance, and other departments.
 - Administrative Tasks: Checking in guests, managing email, and preparing daily reports.
 - Incident Resolution: Handling complaints and managing conflicts.
 - Sales and Promotions: Upselling rooms and promoting special offers.

MARKETING DIGITAL

- MasComunica2 Digital Marketing Agency** (Donostia/San Sebastián) 3-month internship.
- Communiy Manager** of the **Hotel and Talasso Villa Antilla*****. (combining the reception work with marketing in 2024).
 - Design of brochures, presentation dossiers, banners, and management of the hotel's social media.