

# BORIS V



## receptionist

---

### PROFILE

Receptionist with a four year experience working in the hotel industry, with developed communication skills with guests as well as other hotel workers and a professional approach. Diligent, organized and above all committed to offering a great service.

---

### WORK EXPERIENCE

#### Bluesun Hotel Soline

RECEPTION SHIFT MANAGER

SEASON 2025

- Responsibility for the complete reception procedure, including check-in, check-out, payment, and managing the reservation.
  - Work with reservations over Booking.com, Expedia, and many other agencies, as well as working with groups and seminars
  - Communication and collaboration with all other wings of the hotel.
  - Solving guest complaints.
  - Responsibility for administrative and financial transactions of the reception.
- 

#### Bluesun Hotel Alga

RECEPTION SHIFT MANAGER

SEASON 2023 - SEASON 2024

- Work in one of the biggest hotels in the Adriatic.
  - Responsibility for the financial workings of the reception.
  - Successful and above all collegial cooperation with coworkers.
  - Dealing with the large majority of guest complaints.
  - When needed working as the hotel valet.
  - Working in the night shift.
- 

#### Bluesun Heritage Hotel Kaštelet

RECEPTIONIST

SEASON 2022

- Independent work.
  - Working in a small hotel with additional focus on kindness and compassion for all guests.
  - Performance of all duties expected of a receptionist, as well as working as a valet, room service, waiter, and renting the hotel sunbeds if needed.
- 


### EDUCATION

#### LANGUAGE MIDDLE SCHOOL

- Middleschoolfra Andrije Kačića Miošića

### CONTACTS

■  @gmail.com

■  +385

### LANGUAGES

- English C2
- German C1