

# B O R I S 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 Kaštele

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