



CONTACT INFO



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COMPUTER SKILLS

- Microsoft Package
- Eurofasma (accounting computer program)
- Working knowledge of property management systems (ex Ermis, SHS, Epitome etc)
- Working knowledge of Opera
- Working knowledge of KX property management
- Working knowledge of Capita receipting and telephone payment system

OTHER SKILLS

- Organized
- Enthusiastic
- Efficient
- Fast learner
- Friendly
- Attention to detail
- Multitasker
- Hands - on approach

Maria Dellaporta



ABOUT ME

A customer service oriented, professional individual. After 14 years of experience in the demanding world of hospitality I am ready to broaden my horizons and accept new challenges



EXPERIENCE

• Oct 2019 - Aug 2020 | **Reservations Agent**

Blue Orchid Hotels

London

- Process reservations by mail, telephone, the sales office and travel agents
- Prepare letters of confirmation
- Process cancellations and modifications and promptly relays this information to the front desk
- Monitor and process advance deposits on reservations
- Prepare expected arrival list for front office use and communicates reservation information to the front desk
- Handle daily correspondence. Respond to inquiries and make reservations as needed

• Apr 2019 - Oct 2019 | **Senior Reservations Assistant**

Westminster University

London

- Assist the Sales Manager in the management of stock for sale with online agents (OTAs) as well as individual and group bookings, in line with the sales strategy for summer accommodation.
- Receive, handle and resolve customer complaints from guests providing feedback and/or escalating where necessary on a daily basis
- To carry out competitor analysis, collecting rate information for other accommodation providers and occupancy statistics within the University halls during the summer, providing this information to the Sales Coordinator for analysis on a monthly basis
- To assume day to day responsibility for reservations data entry into KX, ensuring that all entries are kept up - to - date, paying particular attention to the accuracy of the guests' dates of stay and payments, rectifying any discrepancies and updating information for all relevant service providers, e.g. Halls of Residence Receptions
- To undertake routine clerical and administrative work as well as any other duties as appropriate and within the post holder's competence as directed by the line manager

EDUCATION

2015 | **Business and administration (Level 2)**

Ealing, Hammersmith & West London College

2013 - 2014 | **Customer Service (Level 2)**

Ealing, Hammersmith & West London College

May 12 - Oct 13 | **BTEC 3 Certificate in Hospitality Management**

International Correspondence Schools Limited (ICS)

1999 - 2004 | **Accounting**

Bachelor of Accounting

Higher Educational Institution of Chalcis

- Dissertation: Accounting plan of the hotel establishment 'SPILMAG'.

LANGUAGES

- Fluent English
- Excellent Greek (mother language)

REFERENCES

Available upon request



EXPERIENCE CONT...

○ *May 2017 - Feb 2019* | **Reservations Supervisor/Manager**

Clayton Crown Hotel

London

- Quote, Contract and Process group reservations made directly with the hotel, via online agents & agents contacting the hotel directly
- Prepare daily stats reports and occasionally the weekly revenue reports
- Monitor availability and make overbooking decisions
- Monitor daily rates during the revenue managers annual leave
- Achieve maximum occupancy and average rate by utilizing yield management.
- Train and supervise other reservations agents as well as reception members as needed
- Check and forecast the OTA's commissions as well as other travel agents
- Dealing with any complaints or issues incurred by a guest and ensuring these are rectified to the guests satisfaction

○ *Mar 2015 - May 2017* | **Reservations agent**

Clayton Crown Hotel

London

- Assist customers with the planning and booking aspect of their vacation or stay
- Support customers in person, on the phone, online or a combination of these
- Answer customers' questions to make travel suggestions and book rooms

○ *Dec 2011 - Dec 2014* | **Receptionist**

ST. GILES HOTEL

London

- Receptionist (evening or morning shift) at St Giles Hotel 3*
- Check in and out guests, and cashiering for a busy 700 room city hotel.
- Cashiering and switchboard center representative

○ *2004 - 2011*

Various work experiences at 4* properties (Venus - Afroditi, Blues Sea Hotel etc), providing exceptional service, creative problem solving and administrative duties.

- Check in guests, cashiering and telephone center
- Anticipating guests' needs and exceeding their expectations
- Using local knowledge to enhance guest's experience



HOBBIES

- Knitting because it helps me express my creativity
- Books because I like to be informed and entertained
- Travelling because the world has a lot to offer