

# MARIA DELLAPORTA

A CUSTOMER SERVICE ORIENTED PROFESSIONAL LOOKING TO TRANSITION INTO A CORPORATE ROLE. AFTER 10 YEARS OF EXPERIENCE IN THE DEMANDING WORLD OF HOSPITALITY I AM READY TO BROADEN MY HORIZONS AND ACCEPT NEW CHALLENGES.



**ADDRESS**  
3 West Heath Drive  
Golders Green, London  
NW11 7QG



**EMAIL**  
dellaportamaria@hotmail.co.uk

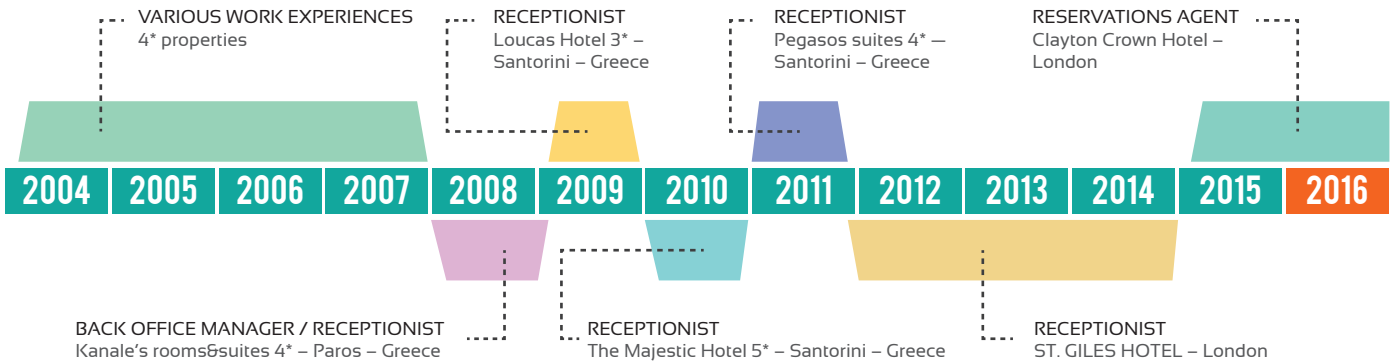


**PHONE**  
07765973142



**WEBSITE**  
dellaportamaria.blogspot.com  
gr.linkedin.com/in/dellaporta

## EXPERIENCE



**MAR 2015 - PRESENT**

**RESERVATIONS AGENT**  
Clayton Crown Hotel – 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 –
- Help develop room revenue and occupancy forecasts –
- 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

**2010**

**RECEPTIONIST**  
The Majestic Hotel 5\* – Santorini – Greece

- Following very high standards of service and performance –
- Responsible for guest relations and concierge duties –
- Promoted hotel services such as the restaurant and the spa (15% increase in bookings) and generally tried to upsell the hotel's rooms –
- Increased parallel sales (commissions from excursions etc)

**2009**

**RECEPTIONIST**  
Loucas Hotel 3\* – Santorini – Greece

- Administrative support for the hotel, switchboard and cashing –
- In charge of guest relations desk dealing with guest queries, complains and problem solving

**DEC 2011 - DEC 2014**

**RECEPTIONIST**  
ST. GILES HOTEL – London

- Working under pressure in a busy 730 room city hotel –
- Cashiering and switchboard center representative - Facilitating reservations' department –
- Liaising between departments (housekeeping, maintenance, restaurants and conference center) to insure the highest customer care possible –
- Efficient and fast problem solving

**2008 - 2009**

**BACK OFFICE MANAGER / RECEPTIONIST**  
Kanale's rooms&suites 4\* – Paros – Greece

- Responsible for checking and making reservations setting the quarterly goals and general marketing policies of the hotel in collaboration with the general manager –
- Cashiering, telephone center and secretarial support for all the other departments –
- Invoice accounts marketing and sales for a boutique hotel –
- Purchasing, following up on deliveries and accounts payable of the hotel's suppliers.

**2011**

**RECEPTIONIST**  
Pegasos suites 4\* – Santorini – Greece

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

**2004 - 2007**

**VARIOUS WORK EXPERIENCES**  
4\* properties

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



## EDUCATION

**Business and administration (Level 2)**  
Ealing, Hammersmith & West London College  
2015

**Customer Service (Level 2)**  
Ealing, Hammersmith & West London College  
2013 – 2014

**BTEC 3 Certificate in Hospitality Management**  
International Correspondence Schools Limited (ICS)  
MAY 12 – OCT 13

**Accounting**  
Bachelor of Accounting  
1999 – 2004



## OTHER SKILLS

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



## COMPUTER SKILLS

- Microsoft Package
- Eurofasma (accounting computer program)
- Working knowledge of property management systems (ex Ermis, SHS, Epitome etc)
- Working knowledge of Opera



## 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