**KATARÍNA HRONECKOVÁ**

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24. February 1989

Hungary, Debrecen 4034, Mészáros utca 5

Positions applied for:

Available between:

Receptionist

2016 FEB 01 & 2016 DEC 3

**PERSONAL GOALS**

I would like to try myself in different fields of life because I am very interested in pursuing my career in

hotel industry, specially working with multicultural guests. I am eager about the possibility of being able

to provide my skills through the position you are offering. (*stručný motivačný list*!)

**EDUCATION**

2009 - 2012 **Hotel Management BA**

Károly Róbert College, Hungary

2010 - 2010 **Barmixer school**

The Bold Mixer Academy

2009 - 2012 **Event Organization, Travel- and Attractions Management BA**

Károly Róbert College, Hungary

2007 - 2009 **Catering Manager**

János Irinyi Secondary School, Hungary

**EXPERIENCE**

2015 **Hotel Costa Calero\*\*\*\***, Puerto Calero, Lanzarote, Spain – SPA Receptionist

[www.hotelcostacalero.com](http://www.hotelcostacalero.com)

**Booking System**: Navision

**Number of rooms**: 324

Nationality of customers: English, Spanish, German, French

2014 - 2015

Main responsibilities:

- Welcoming visitors in a pleasing manner along with a positive attitude

- Presenting the Spa Center, providing information about the prices and the promotions

- Answering incoming telephone calls and e-mails

- Giving therapy appointments to the guests, informing and keeping the contact with the masseurs

- Dealing with guest queries and complaints

- Taking cash/card payments

- Shift cash up and daily closing

**Erdőspuszta Club Hotel\*\*\*\***, Debrecen, Hungary – Receptionist

[www.erdospuszta.hu](http://www.erdospuszta.hu)

Booking System: Visual

Number of rooms: 44

Nationality of customers: Hungarian, Romanian, Slovakian

Spoken language: English, Hungarian

Main responsibilities:

- Welcoming visitors in a pleasing manner along with a positive attitude

2014 - 2014

- Answering incoming telephone calls and forwarding to appropriate personnel or department

- Receiving and delivering incoming mails, faxes and other documents

- Taking reservations face to face, over the telephone, email and fax

- Checking guests in and out

- Dealing with guest queries and complaints

- Taking cash/card payments

- Shift cash up and handover

**Hotel Harmony\*\*\***, Hajdúszoboszló, Hungary – Receptionist

[www.hotel-harmony.hu](http://www.hotel-harmony.hu)

Booking System: Excel

Number of rooms: 11

Nationality of customers: Hungarian, Romanian, Russian, Slovakian

Main responsibilities:

- Taking reservations face to face, over the telephone, email and fax

- Checking guests in and out

- Dealing with guest queries and complaints

- Taking cash payment

- Shift cash up and handover.

**LANGUAGES**

**English** Fluent **Spanish** Fluent **German** Beginner

**SOCIAL SKILLS**

I love tourism and catering, learning languages, travelling and meeting with new people. Everybody says about me, that I am reliable, hardworking and energetic. I would love to work in England to gain more experience in abroad and develop my language skills as well.

or

A self-motivated customer- and sales-focused individual with first hand client contact experience in hospitality. Reliable, enthusiastic, and hard working who can make conscientious work and can adapt herself to everything. Strong interpersonal and team skills supported by training in conflict management. (*podrobnejšia seba charakteristika, osobné kompetencie*)

**REFERENCES**: available