

Eleonora Galati

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A motivated and determined tourism and hospitality management graduate with over 3 years of experience in the tourism industry. Highly reliable and trained to work independently, as part of a team and as a coordinator, providing efficiency and responsibility qualities to manage demanding tasks and pursue excellence at work. Currently looking for a new and challenging position as Front Desk Agent or Guest Service Attendant where I can enrich experience.

WORK EXPERIENCE

Front Desk Agent Banff, Canada

(Hotel in Sunshine Village, one of the main ski resorts in Canada)

- Responsible for the Check in and Departure of hotel guests, respond promptly and appropriately to guest requests and answering the hotel phone, both internal and external calls
- Being an expert on local and onsite services and be able to provide information about them
- Accurate accounting and cash handling procedures
- Communicating very effectively with all other departments within the resort
- Manage reservations made by phone, email and through OTA's

Sunshine Mountain Lodge Nov 2021 - Present

Front Desk Supervisor San Cassiano, Italy

(Luxury mountain hotel in the Dolomites)

- Leading and performing all front desk duties including check-ins, checkouts, reservations, guest phone messages and special requests.
- Ensuring that all front office and guest services team members receive adequate training in all Front Desk policies and procedures
- Assistance of the Front Desk Manager in motivating the team and participating in the training and development of all Front Desk staff

Hotel Armentarola Jun 2021 – Oct 2021

Customer Relations Supervisor Hamburg, Germany

(COTRI supplies management and promotion tailored programs to improve Chinese tourism in the destinations)

- I played a fundamental role in the project Advantage: Tourism for the tourism recovery and resilience after the pandemic, maintaining the correspondence with tourism companies such as Airlines and Tour Operators, and ensuring the fulfillment of team objectives by providing regular reports.
- After the company's development of Advantage: Tourism program, I managed to raise the interest of national and international tourism boards to direct them to purchase the program, resulting in successful sales.
- Aiding customers in all the sales phases and coordinating the department team.

COTRI China Outbound Tourism Research Institute, Jan 2021 – May 2021

Tourism Research Coordinator Cologne, Germany

- Supervision and coordination of student activities at the university and in school trips thanks to the implementation of detailed daily or weekly plans.
- Completion of university reports and files in the tourism department.
- Maintenance of relations with national and international tourism boards for research purposes and university projects.
- Check of work progress of students involved in the projects, monitor project budget and preparation of relative reports.

CBS International Business School, Oct 2019 – Oct 2020

Front Desk Agent and Accountant Venice, Italy

(Hotel in Venice)

- Professionally welcoming international guests, check-in and check-out, cash handling operations and reservations.
- Assist guests in planning their visits and day tours in the destination.

L' Affittacamere di Venezia, Sep 2017 – Jun 2019

- Address customers' needs and complaints
- After recognizing unproductive organization of the bookkeeping and listing of reservations I implemented a new computer-based system to improve operating efficiency.

**International Guests Attendant and Interpreter
Padua, Italy**

**Coopgress
Sep 2016 – Aug 2017**

(Coopgress aids foreign guests in international exhibitions at the Padua Fair)

- Assisting guests at international fairs and congresses at the exhibitions.
- Daily simultaneous translations (English, French, and Spanish)
- Achievement of a high confidence in an international fair environment.

EDUCATION & PROFESSIONAL DEVELOPMENT

Master's Degree in International Tourism Management, CBS International Business School
Aug 2019 – May 2021

Modules included: Destination management, Sustainable tourism, Event and hospitality management, Business economics.

Main project: Business Project with Hilton

- Project manager of a group for the successful realization of a sustainable solution to innovate Hilton supply chain management.

Bachelor's Degree in Linguistic Mediation, Università degli Studi di Padova.
Oct 2014 – Dec 2017

Modules included: German, French, and Spanish language and translations; International Business Management, Digital Marketing.

Main project: Marketing project with Saphir.

- Effective teamwork for the realization of a social media strategy for the luxury French company Saphir.

Courses:

- Selected for the official training course in Hotel Management and Reception (cod. 1918-3-1785-2017) provided Studio Eidos and the European Union. Main focuses of the program: Guests experience and customer relations, Revenue and budget management, Reputation management and branding, Receptionist tasks.
- Cambridge First Certificate in English (FCE) achieved in 2016.

Language skills:

- Italian: mother tongue
- English and Spanish: business fluent in both speaking and writing (C2 level)
- French and German: advanced knowledge in both speaking and writing (B2 level)

Software skills:

- Microsoft Office (Word, Excel, PowerPoint)
- Online reservation systems (Booking.com, Trivago, Expedia, Airbnb)
- Google Ads
- Email Management
- Social Media Management