

ANA TURCAN

Hotel Receptionist | Guest Experience | Multilingual | Front Desk Operations

+447413181785 anyaturcan@mail.ru London

SUMMARY

Friendly and professional hotel receptionist with experience in both hospitality and customer service. Skilled in managing guest interactions, front desk operations, and providing top-tier service in fast-paced environments. Multilingual and adaptable, with a strong work ethic, excellent communication skills, and a commitment to guest satisfaction.

KEY ACHIEVEMENTS

- Efficient Check-In Process

Improved check-in process, decreasing time by 20% and increasing guest satisfaction scores.
- Increased Tour Sales

Exceeded monthly tour sales targets by 30%, significantly boosting hotel revenue.
- Effective Staff Training

Trained 10+ employees monthly, improving customer service ratings by 25%.
- Accurate Transaction Management

Managed 100+ daily transactions, maintaining a 98% accuracy rate.

EXPERIENCE

- 04/2023 - 06/2025

London

Hotel Receptionist

Crestfield Hotel

- Handled check-ins and check-outs efficiently, ensuring a smooth guest experience
 - Assisted international guests by using translation skills to overcome language barriers
 - Maintained a clean, welcoming front desk area while managing incoming calls and bookings
 - Promoted local tours and attractions to boost guest satisfaction and hotel revenue
 - Inspected rooms and communicated maintenance issues promptly to relevant departments
- 07/2021 - 03/2023

London

Branch Manager

American Dry Cleaning Company

- Led a team in daily operations, achieving sales targets and enhancing customer experience
 - Maintained detailed reports on branch performance and collaborated with head office
 - Trained new employees and monitored quality standards in customer service
- 01/2020 - 03/2022

London

Corporate Receptionist & Personal Assistant

Petroluc

- Managed front desk and handled over 50 daily calls with professionalism and efficiency
 - Scheduled meetings, monitored office supplies, and ensured smooth daily operations

EDUCATION

- 2006 - 2011

Location

BSc in Pedagogy and Psychology

School or University

- BSc in Pedagogy and Psychology |

LANGUAGES

- Romanian

Native
- English

Proficient
- Russian

Proficient