

ANA TURCAN

Hotel Receptionist | Guest Experience | Multilingual | Front Desk Operations

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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

- Crestfield Hotel** London
Hotel Receptionist 04/2023 - 06/2025
 - 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
- American Dry Cleaning Company** London
Branch Manager 07/2021 - 03/2023
 - 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
- Petroluc** London
Corporate Receptionist & Personal Assistant 01/2020 - 03/2022
 - Managed front desk and handled over 50 daily calls with professionalism and efficiency
 - Scheduled meetings, monitored office supplies, and ensured smooth daily operations

Education

- School or University** Location
BSc in Pedagogy and Psychology 2006 - 2011
 - BSc in Pedagogy and Psychology |

Languages

Romanian Native ●●●●● English Proficient ●●●●● Russian Proficient ●●●●●