

ANA TURCAN

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✉ anyaturcan@mail.ru

📍 PlaceOfBirth
London

SKILLS

- Hotel Front Desk Operations
- Customer Service & Guest Relations
- Cash Handling & Billing
- Microsoft Office
- Email
- Internet
- Telephone Etiquette & Communication
- Adaptability & Problem Solving
- Team Collaboration & Time Management

REFERENCES

Available upon request.

PROFESSIONAL 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.

WORK HISTORY

HOTEL RECEPTIONIST

Crestfield Hotel
London

April 2023 - June 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.

BRANCH MANAGER

American Dry Cleaning Company
London

July 2021 - March 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.

CORPORATE RECEPTIONIST & PERSONAL ASSISTANT

Petroluc
London

January 2020 - March 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

LANGUAGES

English, Bilingual or proficient
(C2)

Romanian, Bilingual or
proficient (C2)

Russian, Bilingual or proficient
(C2)

Italian, Advanced (C1)

BSC: PEDAGOGY AND PSYCHOLOGY

State University of the Republic of Moldova

Chisinau

January 2011