

Ana Turcan

CONTACT DETAILS

07413 181785
anyaturcan@mail.ru

PlaceOfBirth
London

EDUCATION

State University of the Republic
of Moldova
BSc
Pedagogy and Psychology
Chisinau
Jan 2011

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.

LANGUAGES

English, Bilingual or proficient
(C2)

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

Crestfield Hotel, Hotel Receptionist

London - Apr 2023 - Jun 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, Branch Manager

London - Jul 2021 - Mar 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, Corporate Receptionist & Personal Assistant

London - Jan 2020 - Mar 2022

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

Romanian, Bilingual or
proficient (C2)

Russian, Bilingual or proficient
(C2)

Italian, Advanced (C1)