

ANA TURCAN

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07413 181785

PlaceOfBirth: London

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, Apr 2023 - Jun 2025

Crestfield Hotel, London

- 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, Jul 2021 - Mar 2023

American Dry Cleaning Company, London

- 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, Jan 2020 - Mar 2022

Petroluc, London

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

EDUCATION

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

SKILLS

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

REFERENCES

Available upon request.

LANGUAGES

English, Bilingual or proficient (C2)

Romanian, Bilingual or proficient (C2)

Russian, Bilingual or proficient (C2)

Italian, Advanced (C1)