

Georgina Villarroel

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CONTACT

Relocation possible.

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SUMMARY

Front desk specialist with 3+ years of experience acting as the first point of contact for customers and clients. Graduated from the University Católica Silva Henríquez of Chile with a degree in sociology. Looking to apply my communication, time management and people skills as a front desk.

Traveling around Europe since April 2022 working in different hostels.

EDUCATION

Universidad Católica Silva Henríquez, Chile
Sociologist

SKILLS

Opera reception Marriott / Excel intermediate
Word advanced/Office intermediate.

Good communication skills /Self motivation.
English C1 - Spanish mother tongue - Italian A1

COURSES & CERTIFICATES

- Marketing digital (40 hours online)

EXPERIENCE

Alpen parks hotel | housekeeping
December 2024-January 2025

Taking care of chalets and wellness

- Cleaning chalets and common spaces.
- Make sure to maintain the levels of the cleaning and presentation.

RECEPTIONIST/BARTENDER

Aminess Avalona, Poveljana, Croatia |

housekeeping Jun 2024 / Dec 2024

Houses and glampings.

- Cleaning houses and common spaces.
- Make sure to maintain the levels of the cleaning and presentation.

Moxy Airport | Barkeeper and BOH

September 2023- January 2024 Frankfurt, Germany.
Hotel and bar.

- Cleaning and maintaining order in the bar 5 nights a week attending 400 customers each day.
- Engagement with clients.
- Serve every kind of drinks with alcohol, and coffee.
- Making dinner for 100-300 guest every night.

Five Elements | Housekeeping

July 2023- January 2024. Frankfurt, Germany.

Hostel and bar.

- Cleaning and maintaining order in the rooms and common spaces.
- Engagement with clients.

Ostello Bello Genova | Barkeeper and cleaning
2023 Genova, Italy.

Hostel, hotel and bar.

- Cleaning and maintaining order in the bar 5 nights a week attending 100 customers each day.
- Engagement with clients.

Lus Mor B&B | Receptionist and housekeeping
2022 Roundwood, Ireland.

Hostel in Wicklow way.

- Greet guests with a bright attitude, manage and maintain visitors, management system and document accordingly.
- Manage the cleaning in the house all day and make sure that all the guests were comfortable.
- Advice clients for tourims in the zone.

Petit Velan | Receptionist and housekeeping
2022 Bourg-Saint-Pierre, Switzerland.

- Check in 20 guest a day, taking calls and payments, making them feel comfortable and maintaining the cleaning of the hostel all the time.

Netec | Receptionist front desk

Jul 2017- Feb 2019 Santiago, Chile

- Tecnologies courses.
- Attending 100+ calls per day and redirect them to the appropriate department.
- Handle credit cards payments.
- Buying 30+ exams online for the students and making all the operational requirements in English.
- Making strategies for digital Marketing.