

EMILIA MACHADO



Hardworking and experienced receptionist with several years of experience serving as a support employee and integrator in high volume customer environments. Experienced in creating agendas, setting appointments, selling products and providing optimal customer service. Facilitates the ability to manage reception environments with poise and grace, in addition to managing a variety of administrative tasks. Eager to join a new team of people and assist them as a committed and passionate receptionist.

PERSONAL INFO



Córdoba 1839, Mar del Plata



2235949667



emilia.machado300@gmail.com

SKILLS

- Customer service Excellent
- presentation Highly
- organized in the management of administrative functions
- Strong communication skills
- Resolute and dynamic
- personality Agility in the development of tasks
- Office and Excel skills

LANGUAGES

Spanish ★★★★★

English ★★★★★

EXPERIENCE

HOTEL COSTA GALANA

Team Leader Spa 2023- Currently

- Supervise and manage spa staff, including hiring, training, and performance evaluations
- Provide guidance and support to staff to foster a collaborative and motivating work environment
- Manage inventory of products and equipment, ensuring availability and good condition.

Spa Receptionist 2018-2023

- Guest reception and provision of information and superior service
- E-mail and call management, reservation of appointments in gym, beauty salon, massage and spa.
- Be at the guest's disposal for any request or inconvenience.

Recepcionist "Galería del Mar" 2017-2018 (summer season)

- Provide the guest with towel service and book rentals for use on the beach.
- Be attentive to the guest's needs, provide information on all sectors, services and schedules.

EDUCATION

High School N° 46

Specialization in communication