

Areas of expertise:

- Hospitality
- Travel Services
- Customer Service
- Greeting Guests
- Promoting distinctive services

Professional:

- Bilingual speaker
(English and Spanish)
- First Aid Certificate
- Tour Guiding Certificate

Personal details:

Address: 434 W 12th Ave, Vancouver.

Email: pabloesteban788@gmail.com

Cell phone: 976467745

Professional References:

Susana Dobson
Vientos de La Patagonia
Owner and Manager
Phone: +1 225-572-5296 (USA)
Email: sdobvil@yahoo.com

Waleed Osman
Lingos of MelbourneLingos
Manager Phone: +61 459-267-918 (Australia)
Email: info@lingos.com.au

Alfonso Roux
Hostel Entre Vientos
Owner and Manager
Phone: +56 954-125-115 (Chile)
Email: aroux@rupitet.cl

Wendy Van Der Wolf
Executive Retreats Owner and Manager
Phone: +61 407-966-038 (Australia)
Email: wendyvanderwolf2010@gmail.com

Matthew Stewart
Samesun Hostels
General Manager
Phone: 16043552123 (Canada)
Email: matt.s@samesun.com

Doug Venn
Samesun Hostels
Vancouver Hostel Manager
Phone: 16048395583 (Canada)
Email: doug.v@samesun.com

Pablo Munoz

Hospitality, Receptionist and Travel Services

Personal Summary:

Interpersonal communication skills. Ability to communicate empathically and assertively. Integrity. Adaptability. Rigorousness. Tolerance to stress. High commitment and dedication to service with quality. A well-spoken hotel receptionist who is highly efficient and has excellent organizational skills. Possessing a good team spirit, deadline orientated and having a passion for providing the highest standards of hospitality and service to guests and travelers. Helpful, approachable, quick learner who can absorb new ideas, communicate clearly and effectively and also find suitable solutions to meet the needs of guests.

Experience in Hospitality and Tourism

- Host in hospitality and guest services in Antarctica21, season 2023-2024, (Chile - Antarctica).
- Supervisor in Breakfast and housekeeping, Samesun backpackers, Vancouver (Canada)(2021 - 2023).
- Customer services and Houseman services in The Jazz Corner Hotel (Australia) (2019-2020)
- Volunteering in Diver company in customer service in a cruise in "The Great Barrier Reef"(Australia) (2019)
- Working in Hospitality, housekeeping and Laundry Services in Executive Retreats (Remotes Areas, Queensland - Australia) (2019)
- Front desk, gift shop and reservations Manager in Hotel Entre Vientos (Chile) (2017-2019)
- Chilean ambassador, monitor and customer service in Lingos of Melbourne, multicultural language exchange (Australia) (2016 - 2017)
- Front desk, gift shop and reservations at Hostel Vientos de La Patagonia (Chile) (2012 - 2015)
- Front desk at the SPA, Hotel Dreams 5 Star (Chile) (2010-2012)
- Several volunteering jobs in Australia (2016 -2017)
 - Koala Clancy (preservation of flora and fauna on the verge of extinction)
 - Organization, management and security of passengers in cruises



Academic Qualifications:

- **Diploma in Tourism and Travel – William Angliss Institute (Melbourne, Australia) 2016 - 2017**
- **Certificate III in Tour Guiding – William Angliss Institute (Melbourne, Australia) 2016**
- **Advanced English Certificate - Kangan Institute (Melbourne, Australia) 2015**
- **Technical higher-level degree of Tourism and Travel – INACAP (Chile) 2009 - 2010**
- **Interpreter in Business English – Spanish degree - Del Mar University (Chile) 2006 - 2008**