



Javier Jara Gonzalez

CUSTOMER SERVICE & HOSPITALITY

ABOUT ME

Professional of service and hospitality industry. On my experience I learnt to always give an exceptional and polite service to customers. Working on hospitality, tourism and service, let me to met people from all around the world with different kind of cultures, religions, temperaments and personalities. That was important, because I was involved on resolve different situations.



05/12/1993



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Huemul 520. Curico, Maule Region, Chile (3340000)

PROFESSIONAL SKILLS

Knowledge of hospitality procedures and protocols.

Customer service management.

Resolution of problems and abnormal situations.

Use of Microsoft Office.

Commercial spirit and focus on customer service

LANGUAGES

Spanish
Native

English
Advanced

OTHERS

Training Course of Cabin Crew for LATAM Airlines, Chile. (Acquired knowledge: First aid, CPR, emergency evacuation procedures, fire extinguishing control, general safety in aviation based on IATA standards),

Training in 'Yes I Can!' Program of Radisson Hotels Americas..

WORK EXPERIENCE

F&B Cashier and Host

Valle Nevado Ski Resort, Chile | May 2023 - September 2023

- Collection of payments of F&B outlets.
- Give warm greeting to guests and clients, help with the service and amenities.
- Resolve situations with accomodation or clients, provide support to the team.

Human Resources Assistant

The Singular Patagonia, Puerto Bories Hotel - Member of LHW
November 2022 - February 2023

- Part of the health and safety committee.
- Help to workers with personal formalities.
- Resolve any requirements of the HR department or needs of managers.
- Payment assistance to hotel staff.
- Management of the administrative formalities.

Hotel Receptionist

Radisson Hotel Curico | November 2017 - February 2022

- Check in and check out procedures.
- Ensure a special service to guests.
- Greeting guests upon arrival.
- Provide any information and directions to guests.
- Collection of payments of room rates and extra charges.

EDUCATION

DuocUC Professional Institute, Santiago - Chile

Technical Degree in Management and Marketing

Chilean North American Institute of English - Chile

General English Course