

Juliet Torcatt

Hotel receptionist



General Information

Av. Independencia 315, San Telmo
Buenos Aires, Argentina
+5491173693761
juliet.ailin@gmail.com
26 July 1996
Venezuelan

Languages

Spanish native

English social and
professional level

Hobbies

Travel
Muay Thai
Photography

Main Experiences

Receptionist, America Del Sur Hostel – Buenos Aires (Argentina) 2023 - Currently

International exposure / verbal communication skills

- Receive guests to the hostel by greeting them warmly, and attending to the inquiries to ensure their satisfaction.
- Advanced knowledge of Front desk software (reservation bookings, payments and accounting management)
- Taking reservations via booking.com, hostelworld, phone calls, Whatsapp and emails.
- Seller of activities offered by the hostel to the 100 daily guests.
- Excellent problem-solving skills (able to adapt quickly when facing booking issues, or facilities' disfunction)

Sub manager, Chili Kiwi Hostel - Pucón (Chile) 2022 - 2023

International exposure and excellent written / verbal communication skills

- Advanced knowledge of Frontdesk software (reservation bookings, payments and accounting management)
- Accustomed in taking reservations via booking.com, hostelworld, phone calls, Whatsapp and emails.
- Introducing and selling the activities offered by the hostel to the 50 daily guests (including water sports, trekking routes and leisure activities)
- Constantly communicating with the local agencies in Pucon to organize guests' activities
- Training of new staff members
- Excellent problem-solving skills (able to adapt quickly when facing booking issues, or facilities' disfunction)

Photographer experience - Argentina and Chile 2020 - 2023

- Contracted photographer for weddings, parties, sport events (soccer and boxing).
- Branding photography for restaurants, shops, hotels.
- Experience with prospecting sales for a beach-side photo shop in Argentina (F10 shop)

Waitress, barista and bartender experience - Argentina and Chile 2018 - 2023

- Comfortable working in a fast paced environment; welcoming customers, taking orders and serving tables
- Management skills including scheduling and financials
- Created handcrafted cocktails and coffee beverages

Autopartes Warnes, Argentina — Logistic and finances 2019

- Accustomed to handle stock, take payment and issue orders to suppliers

- Financial account manager
- Creating invoices for car parts

Education

Unidad Educativa Santa Rosalía - Caracas (Venezuela)

2014

High school - Sciences degree

Photography academy Roberto Mata - Caracas (Venezuela)

2015

Digital photography- Certification

