

MARCOS MAGALHÃES DA COSTA

Sebastião de Lacerda Street N70 – Rio de Janeiro RJ

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Positions of interest: Guest Service/ Excursion/ Casino/ Housekeeping/ Shopping Gallery / Finance/ Host

✓ Professional Experience

MSC CRUISES – Guest Service Agent

15-Sep-2024 / 29-mar-2025

Duties: Receive the guests demands, question and complains, deal with cash deposits, explain any general question they might have. Deal with the disembarkation list, lost and found, archive.

Hostel Princess Copacabana (Rio De Janeiro City) - Receptionist and Cashier

07-Aug-2023 / 16-Jan-2024

Duties: Receive the guest, deal with payments, questions, advices about the town, make reservations online and by phone.

Hotel Atlantico Sul Recreio - Receptionist and Cashier

01-Feb-2023 / 30-jul- 2023

Duties: Receive the guest, deal with payments, questions, advices about the town, answer the phones and make room service orders.

✓ Education

Hospitality Management (Associate Degree / Superior Técnico)

UniFatecie

Completion date: Still ongoing online

✓ Languages

Portuguese: Native

English , Spanish : Fluent

Italian , French : Intermediate