



# Larissa Luzia da Rocha Costa

I am an outstanding professional with more than 3 years of experience working in the front desk in a hotel of the brand Accor Hotels and onboard in cruise ships from MSC Cruises as well. I'm successful in giving the highest quality of customer service, focusing and promoting the guest satisfaction always.

I am also considered a multitask employee who developed many skills dealing directly with guests in under pressure environments and became a better and emphatic professional.

With many positive feedbacks from coworkers, evaluation and guests, I truly believe I can cooperate with the team in order to offer the best customer service.

## Contact

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## Personal data

Date of birth: 19/03/1999  
Marital status: Single  
Passport number: FV165374  
Expiration date: 07/02/2028

## Address

Av. Brasil, 50.851  
Campo Grande  
Rio de Janeiro, Rio de Janeiro, Brazil  
23065-480

## Languages

English - Fluent  
Portuguese - Native  
Italian - Intermediate  
Spanish - Intermediate

## Education

**Business Administration**  
UNISUAM Centro Universitário Augusto  
Motta - 2020 to 2023

**Flight Attendant**  
New Flight Civil Aviation School - 2019

## Skills

Responsible and dependable  
Strong communication skills  
Ability to work directly with guests  
Great team work  
Ability to work under pressure  
Flexible

## Work Experience

### Medical Administrator (2022 to 2024)

MSC Cruises - onboard

- Gentle welcoming to guests;
- Front desk/administrative duties, such as: checking and sending e-mails and phone calls, keeping the environment clean and organized;
- Informing the guests about the consultations fees and charges that may apply;
- Informing how the consultation works;
- Translation during guest consultation;
- Preparing the free pratique and documents required for each port of call;
- Collecting and inserting in SeaCare all the medical certificates and vaccination cards for each crew member;
- Embarkation and disembarkation documents;
- Helping the Medical Team during Medical Emergency;
- Administration of injury reports and the use of M.E.M.P;
- Preparing and sending invoices;
- Medical supplies requests.

### Guest Service Agent/Bilingual Receptionist (2021)

Ibis Copacabana Posto 2, Accor Hotels - Rio de Janeiro

- Warm and professional greeting to guests;
- Receiving and sorting daily e-mails;
- Explaining the hotel facilities;
- Maintenance of front desk, keeping everything clean and organized;
- Selling tour excursions;
- Managing bookings and hotel availability;
- Managing reservations and room's assignments;
- Processing payments;
- Solving guests issues;
- Answering questions and solving doubts about the city;
- Selling foods and beverages at the reception bar.

## Additional information

Valid STCW  
All required vaccines taken  
Exchange Program - Shepherd School of Language - Dallas, Texas (2021)