

# Curriculum Vitae LIVIO MEROLA



*Place of Birth:* Milan (Italy) on December 15th, 1996

*Home Address:* via Leone Maccheroni 10/a, Assisi (PG) 06081

*Telephone:* +39 345-6041122

*E-mail:* merolalivio@hotmail.com

## Profile

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Passionate about Luxury Hotels, guest service with a real interest in Front Office Department of Business Hotels, Leisure Hotels and Boutique Hotels.

Extremely dedicated and motivated, always positive with a great teamwork spirit.

Strong skills in Front of House Department, able to satisfy the requests of the guests and manage complaints

## Experience

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**Front Office Agent** - February 2019 to Current

**NH Padova** – Padova, Veneto, Italy

- Problem Solving
- Leadership
- Guest Relation and Services & Quality supervisor
- Greeted, assisted and directed guests, workers, visitors and the general public
- Communication with guests and clients
- Handled cashiering tasks

**Front Office Agent** - March 2018 to January 2019

**NH Laguna Palace** – Mestre, Veneto, Italy

- Problem Solving
- Leadership
- Guest Relation and Services
- Greeted, assisted and directed guests, workers, visitors and the general public
- Communication with guests and clients
- Handled cashiering tasks

**Front Office Agent** - December 2017 to March 2018

**NH Collection Palazzo Barocci** – Venezia, Veneto, Italy

- Problem Solving
- Guest Relation and Services

- Greeted, assisted and directed guests, workers, visitors and the general public
- Communication with guests and clients
- Handled cashiering tasks

#### **Front Office Agent** - May 2017 to December 2017

**NH Parma** – Parma, Emilia Romagna, Italy

- Organization of groups, meetings and events up to 100 persons
- Complaints Management
- Bill Processing
- Call Forwarding
- Commission control
- Quickly responded to patient questions and concerns

#### **Front Office Agent** - December 2016 to May 2017

**Baita della Luna** – Sestriere, Piemonte, Italy

- Problem Solving
- Supporting on the organization of Groups
- Communication with guests and clients
- Front Office Skills

#### **Front Office Agent** - December 2015 to December 2016

**Hotel Cristallo** – Assisi, Umbria, Italy

- Well-versed in managing guests book and issuing security passes
- Able to maintain an organized reception area
- Greeted, assisted and directed guests, workers, visitors and the general public
- Picked up and delivered the mail

#### **Commis Waiter** - September 2015 to December 2015

**Plateau Restaurant D&D** – London, UK

- Friendly, polite and helpful
- Patient and diplomatic when dealing with complaints
- Flexibility and reliability, with a willingness to work weekends and holiday

### *Education*

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- **High School Diploma:** Diploma in Hotel Management:

July 2015 IPSSAR ALBERGHIERO ASSISI – Assisi, Perugia, Italy

### *Competences*

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#### Languages:

Italian: Mother tongue  
English: Advanced  
French: Intermediate  
Spanish: Elementary

#### Computer Skills:

Excellent skills in SAP for Hotels System

Excellent skills in Microsoft Windows operating systems

Good knowledge of Linux system

Good knowledge of Apple (IOS) systems

Typing Speed: 50+ WPM

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14/11/2019

Livio Merola