

ANNA MARIA CHARALAMPOYS

CV

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Date of birth

01-08-1985

Nationality

Greek

Gender

Female

Place of birth

Ioannina

Marital status

Single

Driving licence

B, A

My name is Anna Maria Charalampoyos and I come from Ioannina. I have a Bachelor's degree in Tourism and Hospitality from the University of Piraeus and I have five years of experience as a receptionist in a luxury hotel. I am communicative, resourceful and proactive and able to handle all guests with patience and care. I am currently looking to grow my career in the international hotel sector.

EDUCATION AND QUALIFICATIONS

Department of Tourism Studies

Sep 2010 - Sep 2014

University of Piraeus, Piraeus

Tourism business management and marketing

Human factor and total quality management in tourism businesses

Finance, accounting and law in tourism businesses

New technologies in tourism and information systems and decision support for tourism businesses

Management of technology and Innovation in the tourism sector

International economic and international tourism market

Tourist consumer behavior and psychology

Research and analysis of the tourist market

Sustainable Tourism, e-Tourism and m-Tourism in the international environment

Organization and management of hotel businesses

Tourism development strategies and policies

Preparation of business plans and specialization in matters such as special forms of tourism

Organization and operation of modern tourist offices

High School

Sep 2006 - Sep 2009

General High School Ioannina, Ioannina

WORK EXPERIENCE

Receptionist

Sep 2017 - May 2022

General Hotel Ioannina, Ioannina

Reception of visitors with the appropriate greeting, reception, guidance and announcement

Answering, screening and forwarding incoming phone calls

Receiving, sorting and distributing mail/deliveries

Greeting and welcoming guests upon entering the offices

Directing visitors to the appropriate person and office

Keeping the reception area tidy and presentable, complete with necessary stationery

Providing basic and accurate information in person and by phone/email

Maintaining office security by following security procedures and controlling access through front desk

Ordering front desk supplies and maintaining inventory records

Updating calendars and scheduling meetings

Travel and accommodation planning, and preparation of related bulletins

Maintaining an up-to-date record of office expenses and expenses

Carrying out other clerical reception duties such as filing, photocopying, transcription and faxing

ACHIEVEMENTS

- Introduced a new breakfast and brunch menu for guests, resulting in a 80% higher satisfaction rate
 - Co-created and implemented a refreshed guest approach, resulting in a 12% higher Net Promoter Score
 - Initiated a VIP loyalty program, resulting in a 75% higher retention rate
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CHARACTERISTICS

Professional Behavior and Presentation, Written and Verbal Communication Skills, Organizational Skills, Time Management and Prioritization, Resourcefulness and Proactiveness

SKILLS

Microsoft Office Suite	Experienced
Microsoft Windows 10	Skillful
Operating office equipment	Skillful
Customer Service	Experienced

LANGUAGES

English	Fluent
French	Fluent
Italian	Fluent

INTERESTS

Traveling, Cycling, Music, Healthy Eating

REFERENCES

References available on request.