GIOVANNI REGINE

Contacts

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Date / Place of birth

21/03/1998

Lacco Ameno (Italy)

Nationality

German/Italian

PROFILE

Positive and enthusiastic with a can-do attitude and determination to succeed. Customer oriented, with a passion for exploring new places and cultures.

EXPERIENCES

Receptionist, Silversea Cruises

JUNE 2022 – DECEMBER 2022

Thanks to my experience as Receptionist on Silversea Cruises I was able to sharpen my customer relations and administrative skills. I was responsible of the check in procedure on turnaround day by managing a team of six people.

My Tasks involved:

- Providing exceptional guest services at the reception desk.

- Assisting with and coordinating guests needs and requirements ensuring that all are met and the needs of the guest are observed in the delivery of the highest possible service

- Providing information to guests about any aspect of the Silversea product – on the telephone and in person, positively preserving the integrity and image of the Company and its affiliations.

- Acting as a continual source of help, assistance and information to all guests.

- Maintaining a high level of communication and feedback with the Guest Relations Manager as well as other departments around the ship.

- Assisting the Guest Relations Manager and Financial Officer as required with general reception and administrative duties, in a professional manner.

- Providing appropriate communication to non English speaking guests in the relative language, including minor translations.

- Preparing invitations, letters, personalized stationery, boarding passes and suite keys.

- Assisting guests with financial transactions (cash payments, traveler's checks; foreign currency exchange, credit cards and cash advances) balancing all cash handling with the Financial Officer at the end of the cruise.

- Assisting the Guest Relations Manager with the proper follow up of guest incidents, including appropriate documentation of the guest recovery actions, updating the guest recovery log.

- Interacting with management and fellow crew members on a regular basis to ensure that all necessary assignments are completed satisfactorily.

- Providing basic information about the ports of call: shuttle schedules, tour departure times, maps and ship's terminal facilities.

- Preparation of the guest manifest, guest picture lists and appropriate distribution to the departments.

- Registering guest credit cards or other payment methods to guest accounts.

- Presenting a seamless check in experience for our guests, creating a positive first impression by collecting passports and processing guests at the reception desk.

- Regularly monitors customer satisfaction and assumes personal responsibility to ensure it, taking prompt and efficient action to rectify any issues. Guest satisfaction being measured on a cruise by cruise basis by guest rating scores

- Possessing an excellent knowledge of the Program Fidelio, Microsoft Office.

Front Office Agent , Heidelberg Marriott Hotel, Heidelberg

JULY 2021

As a Front Office Agent my main goal is take care of the guests and fullfill their different needs and desires as well as working in a efficient and proper way.

My Tasks involved:

- Check In and Check Out

- Guest Relation

- Handling phone calls

- Cash Accounting

- Keeping the working space clean and tidy

- Wake Up Calls

- No Show Handling

- Solving Guest Complaints

- Lost and Found Managing

- Taking care of the Marriott Rewards Program

Possessing an excellent knowledge of the program Opera as well as Marsha and Microsoft Office.

Thanks to my job I was able to master the ability to work under pressure keeping calm and composure as well as dealing with the customer in first person.

Apprenticeship, Heidelberg Marriott Hotel , Heidelberg, 69115 Baden Wüttemberg, Germany

AUGUST 2018 – JULY 2021

During my Apprenticeship at the Heidelberg Marriott Hotel I worked in all its different departments, including Banqueting, Service, Sales, Purchasing, Front Office, Housekeeping and Maintenance.

Here I sharpened my ability to handle customer complaints and stressful situations with composure and empathy, as well as to anticipate the needs of the customer and leave the customer satisfied. I had the opportunity to host different events, took attend client meetings, and was part of the Team of the Year 2018.

Dealing with international customers increased my curiosity towards other cultures.

Business Economics - Dual course of Study, SAP SE, Walldorf, 69190 Baden Wüttemberg, Gemany

SEPTEMBER 2016 – JANUARY 2018

At SAP I studied business economics at the DHBW (Duale Hochschule BadenWüttemberg)for three semesters and gained professional experience through a practical phase in two departments:

-Internet of Things Sales Service:

Here I supported the creation of a Project for Lufthansa AG by designing Digital Demos, Power Point Presentations and Storytellings.

-Sponsoring for EMEA/ASIA

Here my duties were to carry out in-depth research into the eSports World, determine the different ways SAP could enter into the eSports market, and support the organization of the SAP Kick-Off Event.

I also hosted a Project focused on getting together people from different countries and cultures, as well as a SAP Business by Design Class.

EDUCATION

Secondary School Diploma , Liceo Linguistico Scotti-Einstein, Ischia, 80077, Campania, Italy

SEPTEMBER 2011 — AUGUST 2016

SKILLS

Ability to Multitask	Customer Service
Ability to Work Under Pressure	Adaptability
Fast Learner	Fluent in English
Communication Skills	Ability to Work in a Team

LANGUAGES

Italian	German
English	Spanish; Castilian

CERTIFICATIONS

Heidelberg Marriott Team of the Year 2018 Hosting: Make it your Craft Complaints

Management

Wine Recognition and Tasting Seminar

Finance and Revenue Class

Business Language and Intercultural Communication Seminar

Microsoft MS (Word, Excel, Power Point)

Design Thinking Workshop

Customer Orientation Workshop