



## RECEPTION ACADEMY

### Personal Details:

**Name:** Sarah Lezzi  
**Address:** 166, Hermitage Road, London, N4 1NL,  
 United Kingdom  
**Email:** [sarah.lezzi@libero.it](mailto:sarah.lezzi@libero.it)  
**Mobile Number:** 07933425930  
**Eligible to work:** EU Passport Holder



### Work Experience:

**02/2017 - 02/2017**

**Hotel Receptionist**  
**Reception Academy My Training Hotel, London**  
[www.ReceptionAcademy.com](http://www.ReceptionAcademy.com)

**Duties:**

Check-In & Check-Out  
 Taking reservations by phone & walk-in  
 Exceeding guest expectations  
 Complaint handling  
 Practical use of Opera PMS Version 5.0

**05/2016 - Present**

**Sales Assistant**  
**Floris, London**  
[www.florislondon.com](http://www.florislondon.com)

**Duties:**

Welcoming Customers  
 Offering exceptional Customer Service  
 Selling perfume  
 Cashier duties and taking payments  
 Handling phone calls

**02/2015 - 04/2016**

**Au Pair**  
**Private**

**Duties:**

Taking care of 2 children (a 2 and 6 years old)  
 Collecting the children from school  
 Preparation of meals for the children  
 Cleaning and tidying the children's room  
 Laundry and clothing maintenance for the children  
 Running small errands

**09/2014 - 01/2015**

**Sales Assistant (Internship)**  
**Miss Parioli Boutique, Rome, Italy**

**Duties:**

Selling clothes and accessories  
 Assisting customer with general questions  
 Monitor and ensure the sales area was always neat and well stocked  
 General cleaning duties

**02/2014 - 07/2014**

**Barista**  
**Caffè Vergnano, Torino, Italy**  
[www.caffevergnano.it](http://www.caffevergnano.it)

Duties:

Manage the queue  
 Greeting and welcoming customers  
 Taking orders and serving drinks  
 Taking payments and general cashier duties  
 Clearing tables and general cleaning duties  
 Restocking shelves and ingredients

**05/2013 - 09/2013**

**Customer Service Assistant (Seasonal)**  
**Karmalieu Hot Couture, Porto Cesareo, Italy**

Duties:

Assisting Customers with general enquiries  
 Selling and promoting products  
 Taking payments and general cashier duties

**Education:****02/2017 - 02/2017**

**Reception Academy, London**  
**Hotel Receptionist & Opera PMS Hotel Software Training**  
[www.ReceptionAcademy.com](http://www.ReceptionAcademy.com)

Education Details:

Practical Hotel Receptionist Training  
 Welcoming Guests  
 Check-in and Check-out  
 Hotel procedures, brand standards & terminology  
 Loyalty programme enrolment  
 Practical use of Opera PMS Version 5.0  
 Behavioural Skills Training  
 Understanding Hotel Departments

**04/2015 - 04/2016**

**TELC UK Language School, London**  
**A2 Language Certification**  
[www.telcuk.com](http://www.telcuk.com)

**02/2014 - 07/2014**

**Casa del Caffè Vergnano's Academy, Turin, Italy**  
**Barista Certificate**  
[www.caffevergnano.it](http://www.caffevergnano.it)

Education Details:

Foundation and Intermediate Skills Certificate  
 Perfect Cappuccino and Latte Art Certificate

**09/2008 - 07/2013**

**Università Europea di Roma, Rome, Italy**  
**BA Degree Economics and Business Management**  
[www.universitadiroma.com](http://www.universitadiroma.com)

**05/2008 - 06/2008**

**Istituto Commerciale Bachelet, Copertino, Italy**  
**ECDL - European Computer Driving Licence**

**Key Skills:**

Practical use of Opera PMS Version 5.0 Full Service  
 ECDL - European Computer Driving Licence  
 (B) Driving Licence  
 Cambridge First Certificate in English (FCE, Level A2)

### Language Skills:

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Italian:	Mother Tongue
English:	Intermediate

### Interests:

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Going to the gym, reading, travelling and sightseeing

### References:

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#### **Amalia Robles, Shop Manager**

Floris

Telephone: 07446187507

Email: [amalia.robles@florislondon.com](mailto:amalia.robles@florislondon.com)

#### **Pierre-Cedric Runacher, Senior Trainer**

Reception Academy

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