



SANTIAGO POSADA

Guest Services Representative | Receptionist | Hospitality Professional

ABOUT ME

Hospitality professional with experience in front desk and customer service, specialized in delivering exceptional service in high-traffic guest environments. Skilled in working with multicultural teams, efficiently handling guest requests, and ensuring memorable experiences. Seeking to bring my passion for hospitality to the cruise industry, providing warm and professional service onboard

SKILLS

Customer Service	██████████
Adaptability	██████████
Teamwork	██████████
Empathy	██████████
communication	██████████
Problem Solving	██████████
Autonomous Learning	██████████

LANGUAGE

Spanish	██████████
English	██████████
French	██████████

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✉️ Santiposada158@gmail.com

EXPERIENCE

- Receptionist** *Jan 2021 - Jul 2022*
Cafe Hotel By Lars, Medellin, Colombia
 - Managed guest check-in and check-out efficiently, ensuring seamless front desk operations.
 - Handled reservations, inquiries, and information requests through phone and mail with exceptional customer service focus.
 - Processed payments and issued invoices accurately, maintaining financial integrity.
 - Addressed complaints and special requests promptly, ensuring guest satisfaction.
 - Collaborated with various departments to deliver a superior guest experience.
- Night Receptionist and Internal Auditor** *Jul 2022 - Jun 2023*
1616 Hotel, Medellin, Colombia
 - Conducted thorough reviews and audits of hotel financial operations, focusing on revenues, expenses, and accounting records.
 - Performed account reconciliations and generated comprehensive financial reports, ensuring compliance with internal policies and regulations.
 - Delivered exceptional overnight guest service by assisting, handling requests, and resolving complaints to ensure guest satisfaction.
- Reception Manager** *Jun 2023 - Present*
Los Patios Cool Living Hotel, Medellin, Colombia
 - Expertly supervised and led the front desk team, ensuring exceptional guest service.
 - Managed reservations, room assignments, and efficiently handled complex guest situations and complaints.
 - Oversaw billing and administrative reporting, coordinating seamlessly with other departments to enhance service quality and optimize hotel operations.