

Jair Carpeta

BACHELOR IN TOURISM AND HOTEL
BUSINESS ADMINISTRATION WITH EMPHASIS
ON HOTEL MANAGEMENT.



Work experience

- **Four Seasons Hotel Bogotá:** February 2023

Position: Spa/Health Club Receptionist

- Reception and orientation of guests to the Spa, in terms of services offered, facilities and others, under the protocols of the brand.
- Reservation of treatments through business applications, chats, email, calls or directly.
- Inventory control of cabin products, retail, guest supplies and Spa linens.
- Payroll management of the department's personnel.
- Auditing of compliance with area standards.

- **Four Seasons Hotels and Resorts Bogotá:** June 2022 - December 2022

Position: Intern at the Spa and Housekeeping

- Reception and orientation of guests to the Spa, in services offered, facilities and others, under the standards of the brand.
- Book treatments, post room charges and manage payments through Opera.
- Supervision of standards of the chain in the rooms for the arrival of guests.
- Support in laundry with the processing of lingerie, linens and guest clothes.

- **Hoteles Cosmos S.A.S:** November 2021-January 2022.

Position: Intern in the area of human resources and payroll.

- Support in the selection, hiring and payroll processes.

Educational background

TOURISM AND HOTEL BUSINESS MANAGEMENT

Universidad Externado de Colombia | 2018 - present

- Development of skills and fundamentals covering the management and administration of hotels, travel agencies, events, destinations and gastronomic establishments.

Complementary training

HOTEL RECEPTION AND ENGLISH FOR TOURISM COURSE

Lecciona Global Knowledge System, S.L | 2021

- Topics on promotion and sale of tourist services, information management, English applied to tourism, etc.

KITCHEN, BAR AND SERVICE AREA DESIGN

Universidad Externado de Colombia | 2021

- Structuring of the food and beverage areas of an establishment under standards of effectiveness and quality.

Personal profile

I am a graduate of the Faculty of Tourism and Hotel Management, [Faeth], from Universidad Externado de Colombia with knowledge in research, strategy and project formulation. I am focused on hotel management, especially in the area of wellness and Spa of luxury hotels, so I have developed skills in the application of quality standards, verification and optimization of processes, time and resources.

Contact information

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 My portfolio (Site123)

Skills

- Adaptability
- Teamwork
- Active listening
- Efficient time management
- Research and problem solving
- Strategy formulation
- Quality control
- Process verification
- Decision making

Languages

- Spanish: Native
- English: C1
- French: B1

Systems and softwares

- Sabre Airlines Solutions
- Opera
- Zeus

Hobbies

- Sports (volleyball, jogging and yoga)
- Reading and cooking