



Larissa Luzia da Rocha Costa

I am an outstanding professional with more than 3 years of experience working in the front desk in a hotel of the brand Accor Hotels and onboard in cruise ships from MSC Cruises as well. I'm successful in giving the highest quality of customer service, focusing and promoting the guest satisfaction always.

I am also considered a multitask employee who developed many skills dealing directly with guests in under pressure environments and became a better and emphatic professional.

With many positive feedbacks from coworkers, evaluation and guests, I truly believe I can cooperate with the team in order to offer the best customer service.

Contact

+55 (21) 97180-4556

larisrochac@gmail.com

Rio de Janeiro, Brazil

<https://www.Linkedin.com/in/larisrochac>

Personal data

Date of birth: 19/03/1999

Marital status: Single

Passport number: FV165374

Expiration date: 07/02/2028

Address

Av. Brasil, 50.851

Campo Grande

Rio de Janeiro, Rio de Janeiro, Brazil

23065-480

Languages

English - Fluent

Portuguese - Native

Italian - Intermediate

Spanish - Intermediate

Education

Business Administration

UNISUAM Centro Universitário Augusto Motta - 2020 to 2023

Flight Attendant

New Flight Civil Aviation School - 2019

Skills

Responsible and dependable

Strong communication skills

Ability to work directly with guests

Great team work

Ability to work under pressure

Flexible

Work Experience

Medical Administrator (2022 to 2024)

MSC Cruises - onboard

- Gentle welcoming to guests;
- Front desk/administrative duties, such as: checking and sending e-mails and phone calls, keeping the environment clean and organized;
- Informing the guests about the consultations fees and charges that may apply;
- Informing how the consultation works;
- Translation during guest consultation;
- Preparing the free pratique and documents required for each port of call;
- Collecting and inserting in SeaCare all the medical certificates and vaccination cards for each crew member;
- Embarkation and disembarkation documents;
- Helping the Medical Team during Medical Emergency;
- Administration of injury reports and the use of M.E.M.P;
- Preparing and sending invoices;
- Medical supplies requests.

Guest Service Agent/Bilingual Receptionist (2021)

Ibis Copacabana Posto 2, Accor Hotels - Rio de Janeiro

- Warm and professional greeting to guests;
- Receiving and sorting daily e-mails;
- Explaining the hotel facilities;
- Maintenance of front desk, keeping everything clean and organized;
- Selling tour excursions;
- Managing bookings and hotel availability;
- Managing reservations and room's assignments;
- Processing payments;
- Solving guests issues;
- Answering questions and solving doubts about the city;
- Selling foods and beverages at the reception bar.

Additional information

Valid STCW

All required vaccines taken

Exchange Program - Shepherd School of Language - Dallas, Texas (2021)