

# Marilena Pantelidou

## PERSONAL SUMMARY

Well presented with exceptional customer service skills, and professional attitude. Experienced in working under pressure in different and demanding environments, able to assist guests on arrival in a friendly, helpful and approachable manner.

Patient and calm under any circumstance, always looking to resolve any problem the client has.

Currently looking for a suitable receptionist position with a company in London.

## AREAS OF EXPERTISE

*Reception skills*

*Office software*

*Customer service*

## PROFESSIONAL

*Appointments scheduling*

*Opera/Aphroditi/Atlantis*

*Can speak English/Greek  
(basic German/Russian)*

*First Aid qualified*

## WORK EXPERIENCE

***Afitis Hotel,  
Elani Bay Resort,  
Domotel Neve Mountain Resort,  
Hyatt Regency Hotel,  
Hotel Istion Club,  
Hotel Oceania Club,  
Sani Beach Hotel***

### Spa Therapist / Receptionist April 2007 – September 2012

For 5 years, worked in numerous high level Hotel/Resorts, as a Spa Therapist and Spa Receptionist (seasonal contractor). Gained experience by serving customers speaking many different languages. Performed massage and facial and body treatments while maintaining the clients comfort at all times.

## PERSONAL SKILLS

*Punctual*

*Proactive & organised*

*Superb customer service*

*Polite & with a smile*

### ***Duties:***

- Responsible for answering the telephone, transferring calls, taking accurate messages, greeting customers, cashiering, giving tours of the spa facility and scheduling appointments.
- Notifying staff members of any customer cancellations or the arrival of any unscheduled visitors.
- Handle customer complaints and therapy queries.
- Control the stock and inventory for therapy products and spa consumables

## KEY SKILLS AND COMPETENCIES

- Can offer a warm & friendly greeting to visitors.
- Excellent telephone manner.
- Smart, presentable appearance.
- Ensuring the efficient running and operation of the Reception Desk. Good organisation and prioritisation skills.
- Ability to listen and anticipate.
- Good IT skills (Word, Excel, Email & Internet)

## PERSONAL DETAILS

*Marilena Pantelidou  
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Hammersmith  
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*DOB: 05/02/1988*

*Driving license: Yes*

*Nationality: Greek*

## ACADEMIC QUALIFICATIONS

Medical and biology labs assistant  
**TEE Thessaloniki 2002 - 2005**

Beautician expert  
**I.IEK Paster 2005 - 2007**

**REFERENCES** – Available on request

