



Europass Curriculum Vitae

Personal information



First name(s) / Surname(s)

Domingues Ferreira Florean, Antonio

Address(es)

Estrada da Malveira da Serra, N^o228 – Quinta do Casal Queimado – 2750-782
Cascais, Portugal

Telephone(s)

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E-mail

Antoniomihaela@gmail.com

Nationality

Portuguese

Date of birth

December, 07th 1978

Gender

Male

<https://www.linkedin.com/pub/antonio-florean/29/23/311>

Work experience

Dates

December 1999 (Hotel Opening) – January 2007

Occupation or position held

Night Auditor

Main activities and responsibilities

Front office tasks (checkins, checkouts, Invoicing/Billing, telephone service, customer service, payments in the various methods of payment, breakdowns of revenues from various sections of the hotel, closure and subsequent opening day system and P.O.S., assistance to clients with luggage, general service Concierge (various information to customers), reservations.

Name and address of employer

Hotel Quinta da Marinha Golf Conference Resort 5*** - Cascais, Portugal**

Type of business or sector	Hospitality & Tourism
Dates	January 2007 (Hotel Opening) – February 2012
Occupation or position held	Night Auditor
Main activities and responsibilities	Front office tasks (checkins, checkouts, Invoicing/Billing, telephone service, customer service, payments in the various methods of payment, breakdowns of revenues from various sections of the hotel, closure and subsequent opening day system and P.OS., assistance to clients with luggage, general service Concierge (various information to customers), reservations
Name and address of employer	Grande Real Villa Italia Hotel & Spa 5***** (Member Leading Hotels of The World)
Type of business or sector	Hospitality & Tourism
Dates	February 2012 – November 2015
Occupation or position held	Front Office Manager & Reservations Supervisor
Main activities and responsibilities	<p>Schedule and organize Operations of Reserves, Rooms Distribution, reception and customer service, records, billing, cash, correspondence, telephones, baggage and values in order to capitalize resources;</p> <p>Define the objectives on the basis of defined strategies, available resources and the rules in force for the Daily Front Office tasks;</p> <p>Monitorize the work of team members, guiding them towards a permanent improvement of their professional performances;</p> <p>Control the quality of implementation of the reception, ensuring compliance with established standards and procedures;</p> <p>Organize staff work shifts depending on the service and human resources available;</p> <p>Making contacts with reservation systems, tour operators, travel agencies and other potential customers for the purpose of gathering information and sales promotion as part of cooperation with the commercial services unit;</p> <p>Collaborate in the assessment / improvement of services by checking the degree of customer satisfaction, dealing with your compliments, complaints or suggestions and preceding Ace necessary corrections and / or adjustments;</p> <p>Management of current accounts; Receipts and recoveries;</p> <p>Permanent assistance to the direction of accommodation with regular participation in checking the standard of the accommodation units at the level of cleanliness, condition and operation of equipment and furniture.</p>
Name and address of employer	Hotel Nempanzu 4****, Soyo - Angola
Type of business or sector	Hospitality & Tourism
Education and training	
Dates	1997
Title of qualification awarded	Recepcionista 1st Category – Carteira profissional nº17/22733/8740

Principal subjects/occupational skills covered

Scientific training (French, English, Statistics, Interpersonal Relations
Specific Training (Technical Service Reception, Accounting, Technical Secretariat, Tourist Information, Hotel Technical, Touristic Marketing, Legislation, Technical Animation, Computer

Name and type of organisation providing education and training

Hospitality and Tourism High School of Estoril, Portugal
Hotel Palácio Estoril 5***** -Trainee – September 1998 until November 1998

Personal skills and competences

Mother tongue(s)

Portuguese

Other language(s)

Self-assessment

European level ()*

English

Spanish

Understanding		Speaking		Writing	
Listening	Reading	Spoken interaction	Spoken production		
Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
Excellent	Excellent	Excellent	Excellent	Excellent	Excellent

Computer skills and competences

Excell, Acess, Word, Outlook, NewHotel, CLS,Opera

Additional information

Sr. Luis Monteiro – General Manager - Hotel Marriott Praya Del Rey - +351 914318627 – luis.monteiro@marriott-pdr.pt
Sr. Luis Simões – General Manager - Hotel Nempanzu - +351 916147035 / +244 923221510 – luis.simoies@hotelnempanxu.net