**CINZIA CRISTAL TOTARO**



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CURRENLY LIVING IN LONDON, I WILL BE MOVING TO GENEVA, SWITZERLAND AT THE END OF 2017.

**EMPLOYMENT**

* **Reservations agent at Berners Tavern and Punch Room, The London Edition, Marriott International (April 1st 2017 up to now)**

In April 2017 I have been promoted to work in the reservation department so my job consists in: Bookings through Open Table and Design My Night, email correspondence, credit card details handling, payment processing and refunds through PDQ and Micros, liasing with other departments such as finance, front desk and sales and marketing concerning bookings, show arounds of the restaurant and the Punch Room bar, website admin, daily meeting attendance, creating BEOs etc.

* **Receptionist at Berners Tavern, The London Edition, Marriott International (Berners Street, London from November 2016 to April 1st 2017)**

In this job I act as a receptionist and hostess for the restaurant Berners Tavern, part of Jason Atherton’s Social Company. Working with Open Table, I take the bookings of the restaurant, check the guests in and out, lead them to their table and hosting them, dealing with the financial aspects such as receipt dealing, payment taking, filing and reports and working with Micros system. Also, I was more than once responsible for training new staff.

* **Receptionist/Hostess at Marriott International, County Hall at Gillray’s Steakhouse and Bar (Westminster, London from February 1st 2016 to October 2016)**

As a receptionist and hostess, I greet the guests, take them to their table, take care of the bookings using Bookatable and Open Table systems, answer telephone and email enquiries, completing daily reports and briefings, being in charge of payments and posting them in the Micros system, cash ups, communicating with fellow staff members such as waiters, cooks and chef about the daily bookings and special requests, working in the reservations department and with all the other departments of the hotel. Additionally, I took care of group bookings and arranging their event.

* **Receptionist at *Citybest Hotel* (Ilford, from October 1st 2015 to January 31st)**

My role as a receptionist in this hotel is front desk, so bookings (walk ins, online through emails and travel agencies and phone bookings), check ins, check outs, problem solving, customer service and assistance, room inspections, filing, contacting companies (Booking.com, Agoda and Laterooms), payment taking via cash, card or secure trading, ect. The system used is Rezlynx.

* **Receptionist at *Stadio San Filippo (*Messina, from July 4th 2015 toJuly 10th 2015 *)* and *Liberty Hotel* (Messina, from July 16th 2015 to July 18th 2015)**

I worked as a receptionist in occasion of two concerts held in Messina, so I dealt with mainly check ins and outs and room arrangements.

* **Internship at *Le Dune Beach Club* holiday village (Mortelle, Messina**

**from June 8th 2015 to July 22nd 2015)**

During this internship I served as a receptionist and hostess. While with my other work or internship experiences I was a receptionist at hotels, this time it was in a holiday village. My main role was to book rooms, taking payments, answer to phone and email enquiries, host guests in the village, welcoming them, taking them to their rooms, showing them around and explaining all the activities.

* **Legal Translator from Italian to English and from Italian to French for Messina city hall for a legal assistance request directed to Malta city hall. (August 2014, July 2015)**
* **Internship as a receptionist at *Jolly Hotel dello Stretto (*Messina, from September 30th 2013 to November 5th 2013)**
* **Private English lessons to university students in Messina. (from 2012 to 2015 )**

The English lessons regarded grammar, conversation, translation and reading for High school and University students.

**EDUCATION**

* **Bachelor’s degree in interpreting and translating (Linguistic Mediation) specializing in English and Spanish at *Università degli studi di Messina. Corso di laurea in Lingue e Letterature Straniere e Tecniche della Mediazione Linguistica (Messina, from October 2011 to July 2015).***  Final mark: 99/110
* **Subtitling from English to Italian of part of the first season of the British tv show “My Family"** for the final thesis of my translation and interpreting university degree. In the thesis I explain all the steps, techniques, difficulties encountered solutions applied and references I used for the translation and subtitling.
* **Professional course in receptioning at ECAP, Messina (from January 29th to July 22nd 2015).**

Technical and practical course on receptioning. For the technical part of the course I studied the job of receptionist and also tourism where I organized holidays for potential customers basing on their requests, budgets and interests. The practice was done in the holiday village *Le Dune Beach Club* where I served as a receptionist.

* **Three week Spanish course with the agency LM Languages, Level C1 specializing in grammar, conversation, reading, listening, translation and interpreting. (Birmingham, UK from February 3rd to February 21st 2014)**
* **Three week English course at the University of Birmingham, Level C2 specializing in grammar, conversation, reading, listening, translation and interpreting. (Birmingham, UK from February 3rd to February 21st 2014)**
* **Trinity College London diploma, ISEE III Integrated Skills in English Level 2 Certificate in ESOL International C1 of the CEFR (Messina, Italy May 2010) specializing in grammar, conversation, reading, listening, translation and interpreting.** Final mark: A
* **High school diploma specialized in foreign languages (English, Spanish and French) at Liceo Linguistico Emilio Ainis Messina, Italy from 2006 to 2011.** Final mark: 97/100

**LANGUAGES SPOKEN**

Italian: Mother tongue

English: Bilingual

Spanish: C1

French: B2

**PERSONAL INTERESTS**

Traveling, foreign languages and cultures, international food, reading, culture and entertainment and meeting new people.

DRIVING LICENCE: Category B