



## Leonardo Divan

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🎂 26/11/2001

🚗 Categoria B

### Esperienze Professionali

12.2022 - Attuale

#### **Front Desk Manager**

Marriott International - Sheraton Parco de Medici - Roma  
Management and supervision of front desk team, guest relations, switchboard, bell boy and pool (about 40 pax).

Constant verification of compliance with the company's standards.

Interaction with the guest and verification of satisfaction.

Recruitment of new employees in the department and related training.

Planning and movement between 3 different buildings (opening and closing) and room assignment.

VIP Guest management and amenities assignment.

Supervising the application of the Marriott brand standards, identifying area of improvements and action plans to be adopted.

Participation in banqueting and event planning meetings.

Meeting and constant contact with the airlines staying at the facility.

Complaint management and application of any compensations.

Manager with shift duty.

03.2022 - 10.2022

#### **Hotel Manager**

Hotel Rosengarten Rechenmachers G.M.B.H. - Bolzano

Definition and achievement of corporate objectives through corporate management and organization of resources within the scope of delegated competencies.

Relationship with the managerial functions of the various departments to promote a communion of vision in the medium/long term and the correct sharing of objectives.

Strategic planning to facilitate the correct positioning of the company in respect of values and mission.

Coordination of the work of 25 employees, planning of activities and optimization of procedures in order to achieve the desired objectives.

Motivation of staff to reach economic and management objectives.

Analyzing sales and managing service meeting.

Research, selection and management of supplier relations, verification of procurement activities and management of administrative operations.

Development of market objectives.

Hotel purchasing.

09.2021 - 02.2022

### **Assistant Front office Manager**

Grand Hotel Imperial - Levico Terme

Front and back office operations, with emphasis on Guest satisfaction in special requests, complaint handling with timely resolution.

Check-in, out, correspondence, telephony, processing quotes via email and vertical booking, use of ASA management system at advanced level.

Shift coordination and task planning with colleagues.

VIP customer management, going to anticipate special needs and requests.

Room assignment, managing upgrades based on availability, room changes, special complementary set.

Coordination with other colleagues and departments, through planning of special events and ordinary service.

Careful organization and planning of work, identifying objectives and priorities and taking into account the time and resources available to ensure its proper completion.

Decisive support for Front Office activities through a flexible approach and ability to adapt to new situations and procedures without ever penalizing the quality of one's work.

Complaint lead

Managing reviews on OTAs portals, acting as Front Office Manager.

04.2021 - 09.2021

### **Receptionist unico**

Hotel Villa Magnolia - Nago - Torbole

Management of administrative practices and cash transactions.

Daily accounting closure.

Management of collaborations with travel agencies.

Verification of compliance with hotel standards.

Correspondence management, preparation of estimates using Ciao Manager.

Coordination with the departments of the structure.

Problem solving related to small structures, with particular flexibility and attention to the Guest.

Management of privacy forms and document registration.

Complain and related resolution

Attention to detail to ensure the best possible stay for the Guest.

09.2020 - 05.2021

### **Cassiere - addetto all'accettazione**

APSS Trento - Farmacie Comunalì - Trento

Assisting customers by answering questions and making suggestions.

Cleaning and organization of work areas to ensure maximum operational efficiency.

Carrying out acceptances and registrations at the antigenic swab stands.

09.2019 - 10.2020

### **Addetto al ricevimento**

Hotel Kristal Palace \*\*\*\*S - Riva del Garda

Reception of customers, check-in and check-out, preparation of accounts, customer assistance, telephone management and reservations, use of hotel management systems and work organization.

Reception and assistance to guests, taking care to maintain a constant and cordial relationship throughout their stay.

05.2019 - 09.2019

### **Tuttofare - facchino**

Hotel Kristal Palace \*\*\*\*S - Riva del Garda

Ordinary maintenance, cleaning and periodic change of green and common areas.  
Cleaning external windows of the structure and keeping the lobbies of the structure in order.  
Assistance to the Guest upon arrival, welcome and help with luggage.  
Accompaniment of the Guest to their room.  
Care of plants and trees, removing dead leaves, watering, fertilizing and cleaning all areas of the garden.  
Reorganization of the pool area on the panoramic floor, and relative reorganization.  
Assistance to the staff of the panoramic bar lounge in the service.

12.2018 - 12.2018

● **Front Office Agent - tirocinio**

Grand hotel Riva - Riva del Garda  
Management of reservations and arrivals, annotation of customer data and room assignment.  
Entering customer data and managing privacy forms.  
Mail management and sorting of both paper and electronic communications.  
Collaboration in the management of check-in processes, identification and satisfaction of the needs of arriving guests and organization of the required services.  
Use of hotel management software and related applications. Telephony and email management, with quotes and special requests.  
Preparation of the bill and relative collection, verification of the degree of satisfaction of the Guest.

04.2017 - 04.2017

● **Addetto al ricevimento - tirocinio**

Hotel Rovereto - Rovereto  
Knowledge of the duties of the receptionist, first approaches to telephony management, with conversations also in German and English.  
Verification of emails and sending of quotes, under due supervision.  
Reception of the Guest and related information and procedures.  
Registration of Guests in the service management systems.  
Accompaniment of the Guest to the relative room, with a description of the equipment of the same.  
Various information for guests, booking taxis, restaurants and museum services.

● **Istruzione E  
Formazione**

2025

● Laurea Magistrale a Ciclo unico in Giurisprudenza, Diritto, Università degli Studi Unipegaso - Napoli

2022

● Corso formativo, Turismo ed accoglienza, The Smart Hospitality lab - Online

- Corso tecnico e pratico fornito da The Smart Hospitality lab del Prof. Tuilio Garbani sulla figura del Front Office Manager.
- Corso tecnico e pratico fornito da The Smart Hospitality lab del Prof. Tuilio Garbani sulla figura del Revenue- Sales Manager.

2020

● Diploma tecnico turistico, Turismo ed ospitalità, Istituto Tecnico economico per il turismo - Rovereto

## Competenze Linguistiche

● Italiano: LINGUA MADRE

Inglese:

B2

Intermedio superiore

Tedesco:

C1

Avanzato

Spagnolo:

B1

Intermedio

## Informazioni Aggiuntive

● Equipped with a type B driving license and own car. Available to relocate for work reasons.

## Competenze Informatiche

● ECDL advanced level  
Advanced knowledge of the Office package  
Advanced use of devices and email

## Certificazioni

- B2 First, Cambridge Institute
- B2 Deutsches Sprachdiplom - Göthe Institut
- ECDL Patente informativa livello avanzato

Autorizzo il trattamento dei miei dati personali ai sensi dell'art. 13 del D. Lgs. 196/2003 e dell'art. 13 GDPR (Regolamento UE 2016/679) ai fini della ricerca e selezione del personale.