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| PERSONAL INFORMATION | Chiara Rossi  |
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|   | Via Gorizia,41, 28100 Novara (Italia)  |
| +39 3481554487 +39 0321402389  |
| chiaraeangelorossi@gmail.com  |
|  Skype Chiara Rossi  |
| Sex Female | Date of birth 30 Jun 2000 | Nationality Italian, Italia  |

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| POSITION | Receptionist |

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| WORK EXPERIENCE |   |
| 30 Mar 2019-27 Apr 201909 Feb 2019–16 Feb 2019 | Restaurant( Food & Beverage Department)Everglades HotelPrehen Rd, Londonderry BT47 2NH, Regno Unito<https://www.hastingshotels.com/everglades-hotel/>res@egh.hastingshotels.comI left on 30th March and I returned on 27th April.Receptionist (Front Office Department) |
| Costa Diadema of Costa Crociere Company. |
| I left on 09th February and I returned on 16th February.I went with my classmates on board of Costa Diadema for the school trip and we worked also like trainees.This was an experience different from the others because this school trip was part of the training programme. We worked 2 hours at the reception desk, of which only 30minutes in the back office. We were shown the work of the reception. The reception don't do the check in or the check out.The check in is done before boarding. The reception prints our the Costa card and give different information to the guest. The guest gone to the reception especially to do some complaints . We visited also some departments" behind the scenes ": kitchen, backery, walk-in fridge, storage rooms, back and front office.The kitchen crew used a computerized system to quantify the type and amount of waste of food.In addition, we took part to a conference with the crew member. We met the front office manager, the deputy of the hotel director.She is in charge of all departments on the ship. |
| Business or sector Hospitality.  |

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| 13 Jun 2018–17 Jul 2018 | Receptionist (Front Office Department) |
| Danubius Hotel AstoriaKossuth Lajos u. 19, 1053 Budapest (Hungary) [www.danubiushotels.com](http://www.danubiushotels.com/#_blank) E-mail: astoria.reservation@danubiushotels.com |
| I left on 13th June and I returned on 17th July. |
| Business or sector Hospitality.  |

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| 11 Sep 2017–Present | EVENTS HOST.Reception and welcome services carried out throughout my school, during the conferences, conventions, food and wine tasting events for the main city Public Institutions and various Organisations (University, Police department, Education Board). |
| Istituto professionale di Stato Giuseppe Ravizza – Secondary Vocational Hotel Management and catering services school (5-year course).Corso Risorgimento, 405, 28100 Novara (NO) (Italy) [www.ravizzanovara.gov.it](http://www.ravizzanovara.gov.it/#_blank)  |
| *Main tasks and responsibilities :** *Welcoming the participants;*
* *Wardrobe service;*
* *Providing advertising and information material to the participants of the event;*
* *Giving the necessary and required information ;*
* *Registration of the personal details ;*

*In addition, during the school activities, with my classmates, I arranged events of various types, like conventions and conferences, I created menu for the restaurant of our school and gave some information to the visitors on school, for example the parents of the students, who come in the school.* |
| Business or sector Hospitality  |

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| 9 Jul 2017–14 Aug 2017 | Work placement - Receptionist trainee |
| Royal Sporting HotelVia Olivo, 345, 19025 Portovenere (SP) (Italy) Telefono: 0187 790326[www.royalsporting.it](http://www.royalsporting.it/#_blank) *Main tasks and responsibilities :* |
| * *Welcoming guests;*
* *Answering the phone;*
* *Checking the emails;*
* *Filling in forms;*
* *Speaking with foreign people (mainly in English).*
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| Business or sector Hospitality sector. |

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| EDUCATION AND TRAINING |   |

From September 2014 to June 2019 National Higher - Level Certificate in Hotel Management and Hospitality.

 *Mainly subjects:*

* *Hospitality;*
* *Foreign languages(English and German);*

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|  23 Apr 2018–28 May 2018 | Certificate of Attendance of the Geocaching Course (PON). |  |
| Istituto Professionale Statale G. RavizzaCorso Risorgimento, 405, 28100 Novara (Italia) [http://www.ravizzanovara.gov.it](http://www.ravizzanovara.gov.it/#_blank)  |
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| 8 Sep 2017 | Regional Lower – Level qualification of tourism promotion and receptionist services. |  |
| Istituto Professionale di Stato Giuseppe RavizzaCorso Risorgimento, 405, 28100 Novara (NO) (Italy) [www.ravizzanovara.gov.it](http://www.ravizzanovara.gov.it/#_blank)  |
| * *English and German languages;*
* *Knowledge of tourism and economics.*
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| 10 May 2017 | Certificate of attendance of the specific training course for workers |  |
| Ambiente & SicurezzaVia Canova, 13, 13011 Borgosesia (VC) (Italy) [www.ambientesicurezzaborgosesia.it](http://www.ambientesicurezzaborgosesia.it/#_blank)  |
| *During the course of specific safety of my sector, the following items were explained:* * *evacuation and fire procedure - emergency - signage;*
* *chemical risks - labelling - equipment - Individual Protection Device(DPI);*
* *work environments - computer - near miss;*
* *Electrical risk - biological risk.*
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| 28 Apr 2017 | Certificate of attendance of the general training course for workers. |  |
| Ambiente & Sicurezza S.M. S.r.l.Via Canova, 13, 13011 Borgosesia (VC) (Italy) [www.ambientesicurezzaborgosesia.it](http://www.ambientesicurezzaborgosesia.it/#_blank)  |
|  *During the general safety course of my sector the following topics were explained:* * *definition of risk, damage, prevention and protection;*
* *organization of business prevention;*
* *rights, duties and penalties for the various company subjects;*
* *Surveillance, control and assistance authority.*
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| 18 Nov 2016–23 Dec 2016 | Certificate of attendance of the course of art history "Art in Novara and its territory" |  |
| Centro Culturale MIRCorso Cavallotti, 19, 28100 Novara (NO) (Italy) [www.mirnovara.it/corsi.asp](http://www.mirnovara.it/corsi.asp#_blank)  |
|  *During the course the main topics related to the history of art in Novara and surroundings were explained.* |

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| Jan 2016–May 2016 | Certificate of participation for preparation of the International English PET Exam Certification. |  |
| Istituto Professionale di Stato Giuseppe RavizzaBaluardo Massimo D'Azeglio, 3, 28100 Novara (NO) (Italy) [www.ravizzanovara.gov.it](http://www.ravizzanovara.gov.it/#_blank)  |
| *During the course of preparation for the PET exam, the main topics about the English language were generally explained.* |

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| PERSONAL SKILLS |   |

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| Mother tongue(s) | Italian |
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| Foreign language(s) | UNDERSTANDING | SPEAKING | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English | B1 | B1 | B1 | B1 | B1 |
|  | I have attended a preparation course for the PET Exam.  |
| German | A1 | A2 | A1 | A1 | A1 |
|  | 21 May2018 Certificate of the Preliminary English Test (PET) - Level B1 |  |
|  | Istituto Professionale Statale G. Ravizza-AlberghieroCorso Risorgimento, 405, 28100 Novara (Italia) [http://www.ravizzanovara.gov.it](http://www.ravizzanovara.gov.it/#_blank)  |  |
|  | Certificate of the Preliminary English Test (PET). |  |

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| Communication skills | *Good communication skills acquired during my school experience through the external services carried out in representation of the school and work placement.**Written communication skills and management skills.* |

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| Organisational / managerial skills | *Professional worker qualification of tourism promotion and receptionist services.**In my opinion, I know organize myself (for example in the study, during the external services or work placement) in the best way.* |

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| Digital skills | SELF-ASSESSMENT |
| Information processing | Communication | Content creation | Safety | Problem solving |
|  | Independent user | Independent user | Basic user | Basic user | Basic user |
|  | [Digital skills - Self-assessment grid](http://europass.cedefop.europa.eu/en/resources/digital-competences)  |
|  | *During my work placement experience I learned to use the hotel computer management program, like for example the Opera Programme.**During the school I carried out different activities using the office suite package that includes Word, Publisher and Power Point to do slide presentation, Paint, Dropbox to share documents, Google Drive to share documents and to write documents in the group, Canva and Prezi to make slide presentations and Weebly to create websites.* |

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| Other skills   Driving licence | *At school we learned some notions about first aid techniques and the principals of HACCP.* *I belong to the "Gruppo Noi", a group of guys of my school who explain the phenomenon of the bullying in the class of the first year and, if some boy or girl would like to speak with us, we will help them.**B* |