

Curriculum vitae

Lello De Tullio

Assistant Manager, Front Office Manager

Date and place of birth: October 30th, 1965 in Bari, Italy

Residency: Desenzano del Garda (Bs), Italy

Mobile: +39/338.166.2858

Tel & Fax: +39/030.991396

e-mail: g.detullio@tin.it

Linkedin: it.linkedin.com/pub/lello-de-tullio/26/b8b/824



PROFESSIONAL AND HUMAN SKILLS

- Proper image, superior written and oral communication skills
- Aptitude for problem solving, for contact with the public and the sale
- Develop relationship with the guests and provide them for the maximum personalized service
- Supervise the quality of service and the customer's satisfaction
- Ability to direct and control the front office activities, cooperate with all hotel's departments, prepare all necessary forecasts, organize the booking office.
- Creation and organization of lists and trade policies in accordance with the company's CEO and GM
- Managing the company website and extranet portals, list management, availability and periods, creation of texts, promotions, packages, events and news, according with the channel manager
- Creation and implementation of the reception's procedures (draft of the operating manual)
- Organization of the conciergerie and the information services
- Selection and training of human resources
- Relationships with the agencies, groups management and conference organization

EDUCATION

School license: Professional Hotel Certification in Bari, Italy, 1986.

Languages studied: English, French and German.

LANGUAGE LEVEL

Italian: mother tongue

English: Fluent

French: Fluent

German: Intermediary

Spanish: Rudiments

COURSES

Attended the following seminars organized by the Chamber of Commerce of Belluno for the Mark of Quality for Hotel Enterprise "Italian Hospitality" 2012, in collaboration with Teamwork in Rimini:

- "Sale and phone: combination of proven efficiency," May 16, 2012
- "Online distribution: how to earn more with portals booking", May 31, 2012

German intermediate level course at the Unitre of Perugia, 1997

German B2 level course at ACIT of Bari, 2007.

Stays abroad for tourism in England, Ireland, Austria, United States, Canary Islands, Germany.

INFORMATICS

Mastery in the use of Windows Office package (word, excel, publisher, power point, graphic programs etc..).

Managing the “Blastness” booking-engine and extranet portals (Booking.com, Expedia / Venere and others).

OTHERS SKILLS AND COMPETENCES

Good skills in the use of technological systems (safety training, fire fighting systems, power stations).

Good creativity is expressed through writing and with graphics programs.

Very fond of music, listening and playing, with expertise in tools, equipment and music softwares.

Other experiences in the field of entertainment and shows in tourist facilities in France, Morocco, Spain, Santo Domingo, Maldives, Egypt.

MAIN HOTEL'S EXPERIENCES

Summer 2012: Assistant Manager in the 4 stars Park Hotel Faloria, Cortina d'Ampezzo (Italian's Alps)

2009 – 2012: Consultant in Gardasound, services for the entertainment & the show business, Lake Garda (Italy)

2008-2009: Start up as Front Office Manager in the 5 stars Lefay Resort & SPA, Lake Garda (Italy)

2006-2008: General Manager in the urban SPA Shanti Deva, Bari, (Italy)

Winter 2005: Assistant Manager in the 4 stars Relais “La Corte di Bettona”, Umbria (Italy)

November 1999-March 2001: Receptionist /Front desk Manager in the 4 stars hotel Grand Hotel dei Congressi in Assisi (Umbria, Italy)

Co-ordination of Front and Back office department; Executive responsible of the invoice payment; Plan and oversee the day-to-day work between all departments; Organize staff rotas and work forecast; organize and oversee international summits and conferences. Occasionally training of front desk operators.

March 1995-May 1999: Head Receptionist in the 4 stars hotel Sangallo Palace Hotel in Perugia (Umbria, Italy)

Winter 1994-95: Cooperation in the 4 stars hotels “Hotel Poledrini” and “Hotel Umbria” in Foligno (Italy)

Assist the Front office Manager with sales and marketing activity, take ownership and be responsible for ensuring all procedures regarding client care, booking procedures, client payments; ensure the secure daily handling of monies cash and documents transfersals. Organize sightsee tours for guests.

Summer 1994/1993: Receptionist in the 4 stars hotel “Residence Park Hotel in Baja Sardinia – “Smeraldo” Sardinia’s coast

1991-1992: Night Concierge and Concierge in the superior 4 stars hotel “Grand Hotel Cristallo” in Breuil-Cervinia (Italians Alps)

Springtime1991: Receptionist in the 4 stars hotel “Hotel Castello” in Castel S.Pietro Terme (Bologna, Italy)

Winter 1990-91: Receptionist/Night Auditor in the 4 stars hotel “Palazzo Loup” in Loiano (Bologna, Italy), Charme & Relax company

During the night, undertake and execute administration procedures; checking all hotel’s equipments; check in and check out procedures, welcoming guests and rooms assigning; set management’s orders for all hotel services and personnel; occasionally set and serving breakfast.

During the day, reservation service, booking procedures with private guests and agencies, groups room’s assigning, cooperation with local travel agencies and facilities bureaux; occasionally guide or driver for shuttle service.

References available.

Lello De Tullio