



ELEONORA PADULAZZI

ITALIAN – 21 YEARS OLD

WORK EXPERIENCE

Food and Beverage intern

*Grand Hotel Kempinski******

July 2019 – December 2019

Geneva – Switzerland

- Direct communication with guests
- Taking guests orders and making specific recommendations for special requests
- Serving the guests food and drinks according to hotels high standards
- Ensuring that hygiene standards are respected throughout the property

Front Desk intern

*Hotel Villa Palazzo Aminta***** (LHW)*

May 2017 – June 2017

Stresa – Italy

- Performing check ins/ Check outs including upselling hotel amenities to the guests
- Making bookings and facilitating the guests needs
- Housekeeping fundamental including coordinating guests' special requests before check-in
- Assisting with the planning and implementation of events within the property

Front Desk intern

*Hotel Simplon**** (Zacchera Hotels)*

June 2016 – July 2016

Baveno – Italy

- Performing check ins/ Check outs including upselling hotel amenities to the guests
- Daily use of inhouse operating system such as Micros, Fidelio, Opera
- Guest relation and Concierge services
- Updated special menu weekly in italian, french and english

I chose to pursue hospitality as it has been within my family for generations and I like to help people and take care of them in order to make them happy. Upon completion of my Bachelor of Business Administration in December 2020, I would like to put these values into practice through an internship working experience within the sales & marketing and events departments.

CONTACTS

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LANGUAGE SKILL

Italian – Mother tongue

English – Fluent

French – Advance

Spanish - Basic

COMPUTER SKILL

- Microsoft Office (Word, PowerPoint, Excel)
- MICROS
- IKENTOO
- Opera (Basic user)

EDUCATION

Bachelor of Business Administration in Hospitality Management with Luxury Marketing specialization

October 2018 – December 2020
Montreux - Switzerland

Northwood University, Hotel Institute Montreux campus

- Luxury Marketing and Communication Strategies
- Yield and Revenue Management
- Organizational Behavior in Luxury Markets
- Business and Leadership Skills

CGPA 3.40/4.00

DIPLOMA IN TURISM OPERATIONS

Institute of higher education Ferrini-Franzosini
Final grade 80/100

September 2013 – July 2018
Verbania – Italy

ADDITIONAL INFORMATION

International management presentation of FCA (Fiat Chrysler Automobiles Group)

Hotel Institute Montreux, September 2020

- Transnational company's research including co-activities, global presence, stock values etc
- Comparative analysis of strategies the company has employed during the first years of its international expansion
- Human resources and innovation strategies

Digital Marketing campaign for Montreux Jazz Café

Hotel Institute Montreux, April 2020

- Content development for the company social media platforms
- Performing a benchmarking analysis by comparing the company's main competitors in market

Banquet decoration manager

Hotel Institute Montreux, March 2020

Disco themed banquet project for 50 guests including students and faculty organized by a group of 15 students

- Managed the decorations for the event and prepare costumes for the team
- Working with the service and entertainment departments to prepare the location and the entertainments activities
- Assisted on the day of the banquet within the various departments

Chateau De Chillon marketing project (Winning team)

Hotel Institute Montreux, June 2019

Present a report to the Marketing Manager of the castle:

- Data collection and analysis for sales and marketing
- Market analysis
- Understanding of the typical customer's feedback
- Provide suggestions and research about new effective marketing tools

Student Representative at Swiss Education Group

2018-present

- Introducing Swiss Education Group and its services to potential clients and students

European Driving License (September 2017)**Volunteer Work:**

- July 2015. New Haven, Connecticut USA. Silver Sands Service Project

Art Courses:

- July- August 2015. Explo, summer session Yale University. New Haven, Connecticut. "Primary Palette" and "From sketchers to Still Life" courses.
- August 2014. Summer session Philips Academy. Andover, Massachusetts. Digital Photography and Drawing and Painting courses.

CERTIFICATES AND TRAINING

Various English courses between 2015 and 2016 in Ireland, US and Malta

REFERENCES

Mr.Fabio Vigitello, General Manager, Villa e Palazzo Aminta Stresa (+390323933818)

Mr.Alfred Kubat, Maître d'Hôtel and Lecture, Hotel Institute Montreux (alfred.kubat@him.ch)

Mr.Jonathan Amaru, Restaurant Manager, Grand Hotel Kempinski Geneva (sunirosvelt@yahoo.fr)