

Bartłomiej Zak

Ayia Napa, Cyprus
95765940
zak.bartek@outlook.com

Summary

Experienced Concierge with a demonstrated history of working in the consumer services industry. Strong professional skilled in English, Microsoft Excel, Customer Service, Hospitality Industry with customer satisfaction.

Employment History

Grecian Bay Hotel

Receptionist

Ayia Napa, Cyprus

June 2019 - Present

- Meeting & greeting guests in a warm and friendly manner.
- Ensuring the reception area is kept neat and tidy.
- Communicate guests' requests and complaints to the appropriate department.
- Basic reception duties, check-in's, check-out's etc.

Raffles Europejski Warsaw

Concierge

Warsaw, Poland

February 2018 - May 2019

- Maintaining the highest Raffles brand standards.
- Developing effective communication with service providers.
- Establishing new contacts with business partners and building a reliable base of subcontractors.
- Creating department procedures with their implementation.
- Administrative organization of the department.

Europ Assistance

Concierge Specialist

Warsaw, Poland

July 2016 - February 2018

- Quality service for private banking clients.
- Grow and maintain a strong client base. Ensuring of the highest standards with dealing with clients true phone, e-mail and CRM system.
- Provide product expertise and elevated service. Active participation in corporate projects.
- Checking and correcting records in systems (in terms of technical, stylistic, compliance with the program and customer requirements).

Hyatt Regency Warsaw

Bell Attendant/Concierge

Warsaw, Poland

November 2011 - July 2015

- Managing transportation service for the guests.
- Recommendation for the best restaurants and any necessary information about the city.
- Organization of conferences and corporate events. Marketing cooperation with tourism and transport service providers.
- Maintaining good contacts with business partners and attract new service providers.

Vrissiana

Receptionist

Protaras, Cyprus

April 2011 - October 2011

- Dealing with reservations by phone, e-mail, letter, fax or face-to-face.
- Checking guests into and out of the hotel, allocating rooms and handing out keys.
- Preparing bills and taking payments, handling foreign exchange. Answering questions about facilities in the hotel and the surrounding area.
- Dealing with complaints.

Fundraiser at MT Marketing, Lodz

June 2010 - September 2010

Support any team member

Andel's

Łódź, Poland

Luggage Porter

April 2010 - June 2010

- Ensuring of the highest standard. Dealing with guest's requests.

The Westbury

London, England

Luggage Porter/Concierge

March 2007 - March 2009

- Worked as part of team with duties to deal with any guests requests.
- Meeting and greeting guests, organizing taxis for them and creating a warm and friendly Welcome.
- Luggage service to the guests, ensuring the highest standard.

D.L.A Partners

London, England

Sales Representative

September 2006 - March 2007

- Proven track record of targeted sales.
- Initiative and support team members.

Dimark Ltd

London, England

Driver Labour, Warehouse Person

June 2005 - September 2006

- General warehouse duties: Picking, packing and dispatch of customer orders.

Education

University of Lodz

Deferred April 2011

Specialization IT, Unfinished

Secondary-school

Otwock, Poland

Secondary school certificate

Graduated June 2005

School of Economics

Otwock, Poland

Present-one-year off Creativity

Graduated June 2003

Professional Skills

CUSTOMER SERVICE

Expert

Computer/internet knowledge, Hotel systems: Protel, Hotelware PMS

Expert

MARKETING

Competent

CUSTOMER RELATIONSHIP MANAGEMENT

Competent

Ability to work in a team under pressure of

Expert

time
Creativity

Expert

Languages

English	Fluent
Polish	Native

Statement

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