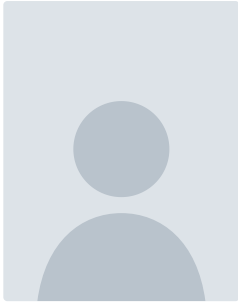
Laura Nieminen

Hotel Receptionist

+358 44 321 7788 laura.nieminen@example.fi Turku, Finland



PROFILE

Hotel receptionist with five years of serving guests in three languages. I handle check-ins, bookings and complaints calmly, even at the busiest times. In our guest feedback, the front desk rating rose from 4.3 to 4.7 in a year.

WORK EXPERIENCE

5/2021–

Receptionist
Hotelli Aurajoki, Turku

- Check-ins, check-outs, bookings and billing
- Handling complaints and deciding on refunds
- Training new front desk staff

8/2018–4/2021

Sales Assistant
Vaatekauppa Kuura, Turku

- Customer service, till and visual merchandising

EDUCATION

2015–2018

Vocational Qualification in Tourism
Turku Vocational Institute

LANGUAGES

Finnish	native
English	fluent
Swedish	good

IT SKILLS

Opera PMS	bookings and billing
Office 365	Outlook, Teams, Excel

CERTIFICATES AND CARDS

Hygiene passport · First aid card EA1

REFERENCES

Jari Salo, Front Office Supervisor, Hotelli Aurajoki, +358 40 998 1122