josephine Morello

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I am a hardworking individual with a positive attitude and I am able to multitask with any task thrown my way. I am an honest **hard-working** person who enjoys working with **others. I** am approachable, well organized, well presented and able to establish good working relationships with a range of different people.

**EDUCATION**

LaSalle College

University Concordia (Child studies)

John Abbott College

**DEGREE | DATE OF GRADUTION**

DEC –Social Science with Mathematics | June 2014

DEC –Fashion marketing | June 2019

**EXPERIENCE**

**Front desk Supervisor of Hotel- April 2016- Current**

Aloft Montreal airport Hotel- [www.aloftmontrealairport.com](http://www.aloftmontrealairport.com)

1. Millan Ave., Montreal, QC H9P 0A2

**Responsibilities:**

* Greet, register and assign rooms to guest of hotel
* Contact housekeeping and maintenance staff when guest reports problems
* Take payments and complete third-party payments for company reservations
* Make and confirm reservations
* Record guest comments or complaints, referring customers to mangers as necessary
* Arrange tours, taxis, restaurant reservations or directions for customers
* Perform bookkeeping activities, such as balancing cash accounts
* Review accounts and charges with guests during the checkout process
* Organizing files for present and future reservations
* Prepare paperwork for outgoing faxes and courier packages and manage shipping
* Assist in training of new employees
* Ability to maintain a good working relationship with co-workers, visitors and guests

**Dairy Queen**

April 2012- May 2014 / November 2014- April 2016

3222 Sources Boulevard

**Receptionist -** Pavage Global Inc.

May 2015- July 2015

**Bartender \ Waitress** - Resto Bar Gentile Pointe Claire Village- 211 lakeshore

May 2014 – November 2014

**LANGUGES**

English | French | Italian

**VOLUNTEER**

**St- Anne’s Veteran Hospital- May 2013- June 2014**

305 Bb. des Ancients Combattants, Sainte-Anne-de-Bellevue, QC H9X 1Y9

**AWARDS | ACKNOLEDGEMENTS**

Achievement certificate – December 2013

Year of care acknowledgement – May 2014

**AWARD DESCRIPTION**

Certificate was my dedication towards organizing bake sales, bingo nights and more

Acknowledgment award was for the year log volunteer work I gave to the Veteran’s Hospital

**SKILLS**

* Organization
* Communication
* Decision Making
* Ability to work Under Pressure
* Time Management
* Adaptability

**SOFTWARE KNOWLEDGE**

InDesign, Photoshop, Microsoft Office, Power Point, Word, Excel, Illustrator