

# NOÉMI PFISTER

3850 Chemin de la Côte Sainte-Catherine  
Montreal (Quebec) H3T 1E3  
Canada

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## AREAS OF EXPERTISE

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- French - English - Swiss German - German
- OPERA - FIDELIO Suites 8 (FR, DE) - IQWARE - Maitre'D - Microsoft Office - Logiciel BEST
- Kérout certification - Accessible Culture Tourism
- Leadership - Cheerful - Approach and communication - Fast adaptation capability

## CUSTOMER SERVICE - RECEPTION

- Professionally welcome guests, *check-in, check-out, walk-in*
- Manage phone bookings and in person
- Perform various administrative tasks
- Ensure customer satisfaction by listening to their needs
- Deal with complaints quickly and carefully
- Inform customers about the areas / Conciergerie
- Make payments and be responsible for the fund (Convert currencies and other transactions)

## RESTORATION

- Assign a table according to customer criteria
- Ridding, cleaning and rebuilding tables
- Assume the promotion and sales of specific brands of beverages according to the objectives of the establishment
- Banquet service

## EVENTS

- Attend with pro-activity at the organization of events
- Welcome, inform and lead participants
- Assume administrative tasks (Lists of participants, materials, etc.)

## PROFESSIONAL EXPERIENCES

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- Schloss Engers** - Neuwied, Germany **May - August 2017**  
Front desk, catering and banquets – Work-study Alternation  
  - Translation of all documentation into French and English
- Hôtel Nelligan** – Montreal, Quebec **September - April 2017**  
Front desk
- Aquatis Hotel** – Lausanne, Switzerland **May - August 2016**  
Front desk – Work-study Alternation  
  - Drafting of the trainee's notebook
  - Other tasks : Catering, Housekeeping, Night auditor, Seminars and conferences
- Fairmont Le Manoir Richelieu** – La Malbaie, Charlevoix **December - January 2016**  
Front desk – Occasional help
- Club de Golf Granby Saint-Paul** – Granby, Quebec **May - October 2015**  
Receptionist and Labatt Product Sales Manager  
  - Independent and simultaneous management of the shop, reception and bar service
  - Keeping the premises clean at all times
  - Responsible for the closure of the site and the alarm system
- Restaurant Au Vieux Duluth** – Granby, Quebec **November - March 2015**  
Hotess / Busgirl

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## Zoo de Granby – Granby, Quebec

Seasons 2012 - 2014

Multipurpose employee in the *Rides and Entertainment department*

- Manage the rides
- Responsible of six cash desk
- Manage and improvise skill games

*Elected "contagious energy and good mood" of the year 2014*

## EDUCATION

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**LaSalle College** – Montreal

2015 - 2018

DEC - Hotel management (*in progress*)

**CEGEP of Granby** – Granby

2014 – 2015

Social Studies – International Profile

**Secondary School Diploma of Mont-Sacré-Cœur College** – Granby

2014

Private Secondary School

## PARASCOLAR ACTIVITIES - VOLUNTEERS

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**WYSTC MONTREAL** - Palais des congrès of Montreal

September 2017

*Welcome and guide visitors, speakers and exhibitors*

**Ambassador Program of the International School of Hospitality and Tourism** - LaSalle College

September 2016 - Today

*Program Officer*

**Le Salon Événementiel Corporatif / Associatif** - PLAZA Centre-ville EVO

September 2017

*Accueillir les visiteurs, conférenciers et exposants*

**Cérémonie d'engagement de l'ÉIHT** - Collège LaSalle

September 2016

*Welcoming the students*

**Association des collèges privés du Québec** - LaSalle College

September 2016

*Waitress*

**Rendez-vous Canada** - LaSalle College

April 2016

*Welcome guests*

## REFERENCES ON REQUEST

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