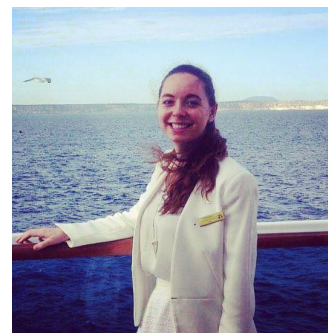


# CURRICULUM VITAE

## Manon BOULAY

Via Soldato Cardella 13,  
92027, Licata, Italia  
Email : manon.boulay@hotmail.com  
Phone : 0039 389 2940 421  
DOB : 23/09/1994 (25 years old)  
Nationality : French



---

## Education & Qualifications

- |                  |  |
|------------------|--|
| <b>2019-2020</b> | Certificate of translators Italian to French – Superior school for interpreters and translators Pescara, Italy   |
| <b>2018-2019</b> | European Master of Management and touristic Strategies : ESOAD (online school)   |
| <b>2015-2016</b> | Licence professionnelle Hôtellerie Restauration Internationale (Bachelor's degree in International Hotel and Catering) : Nantes University, La Roche Sur Yon, France |
| <b>2012-2014</b> | BTS Tourism, Multimedia : Lycée des métiers de l'hôtellerie et du tourisme de Blois, France  |
| <b>2011-2012</b> | Baccalauréat Communication and Human ressources : Lycée Ronsard, Vendôme, France   |

---

## Work Experience

- |  |  |
|--|--|
| <b>Summer 2013<br/>To Summer 2019</b>  | <b>Receptionist - Camping Ca'savio*** , Veneto, Italy</b><br>Checked-in guests in different languages, answered telephone, gave information about the campsite or things to do around, attended the cash-desk, sold bus - boat tickets, booked taxis, translated texts and websites from Italian or English to French.   |
| <b>February - August 2017</b>          | <b>French Hospitality Service Senior Specialist – Costa Cruise, Costa Diadema</b><br>In charge of French speaking guests onboard Costa Diadema ship; information meeting for embarking and disembarking guests, hospitality hours for French language, problem solving, embarkation of guests, welcoming guest to the different cocktails and events, translation, follow up of guests complaints, announcement, participating to emergency drill. |
| <b>Winter 2014-2015<br/>(6 months)</b> | <b>Receptionist – Grand Hotel****, Gozo, Malta</b><br>Checked guests in and out, typed menu of the day for the restaurant, passed on tourist information to guests, updated events information, dealt with guest complaints, answered telephone, made direct reservations or over the phone, welcomed Japanese, English and Maltese groups, sold sightseeing tour tickets, booked taxis.   |
| <b>January 2013<br/>(1 month)</b>      | <b>Trainee at Montoire Tourist information, Loir-et-Cher, France</b><br>Administrative tasks, gave relevant information about the place and surrounding, advise about what to do, helped for the creation of the new guide (called providers, wrote some texts...).  |

## **Languages, Skills and Achievements**

<b>French</b>	Mother tongue
<b>English TOEIC</b>	Advanced level (C1) Taking test in December 2015
<b>Italian</b>	Advanced level (C1)
<b>Spanish</b>	Intermediate level (B2)
<b>German</b>	Pre-intermediate level (A1-A2) - (Basic knowledge related to reception - booking)
<b>IT skills</b>	Good IT skills with experience of Pack Office, Photofiltre (photomontage), VIANEO Amadeus (travel agency software), campsite software and Prospero (hotel software), creation of website, Social Media (Facebook, Instagram, Pinterest)
<b>Driving licence</b>	B (2012)
<b>Others certificates</b>	Basic Safety Training (INSEIT Nice, April 2016) Security Awareness (K.S.I Brest, March 2016) Crowd Management (CEPS Lorient, Avril 2016)

---

## **Personal interests**

<b>Travels</b>	Venice, Toscana, Sicily (Italy), Martigny (Switzerland), London, Torquay (England), Lisbon (Portugal), Fez (Morocco), Orio, Barcelona, Valencia, Palma de Maiorca, Las Palmas (Spain), Malta, Athens (Greece-2014)
<b>Languages</b>	Using free time to learn new languages
<b>Others</b>	Ecology, Zero waste, Zero hunger

---

## **References**

Available on request.

In compliance with the GDPR and the Italian Legislative Decree no. 196 dated 30/06/2003, I hereby authorize you to use and process my personal details contained in this document;