

Francesco Corazzi

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Energetic and dynamic Front Office leader, high-performing, strategic-thinking professional with many years' experience in hospitality industry. Highly skilled at relationship- building with guests and across organizations and teams; exceptional writing, presenting, and interpersonal communication skills. Adept at assessing needs, generating options, and implementing solutions. A strong desire to provide a high level of service and satisfaction.

CERTIFICATIONS AND PRIVATE COURSES

Due to my distinction result awarded at my college I had the opportunity to do a scholarship (Hotel Management) to continue my studies in Berlin-August 2004

Train the Trainer & Supervisory Skillbuilders (Fairmont Hotel & Resort Program)
eCornell – Managerial courses - First AID – Level 2 – EC120B Passenger and Safety procedure ground course.

ACADEMIC QUALIFICATION

DEGREE in Hotel Business School. Score: 85/ 100 distinction result
Assisi, 2004-Italy

WORK EXPERIENCE

December 2015 – to present: *Raffles Seychelles*

Guest Relations Manager (Assistant Director of Front Office)

- Responsible for more than 30 colleagues. I oversee the daily operations of Front Office, Concierge, Raffles Service, Bell Desk, Guest Relations.
- JDP Champion (Guest Satisfaction Survey) handling guests complaints and follow up email.
- Helicopter Arrival Experience
- Proper hiring process and quarterly job reviews of colleagues
- Responsible of all SOPs and Best Practices
- LQA Trainer for all Front of House
- Attending operational meetings
- Achievement of budgeted occupancy, annual rate and room revenues
- Proper handling of special requests, VIP'S and Guest requirements

June 2014 – to December 2015 : *The Wellesley*

Assistant Front Office Manager

- Manager on Duty when on shift and Night Manager on coverage
- Ensuring smooth running of all Front Office operations
- Organizing and running monthly Front Office meeting
- Representing head of department in her absence
- Driving up selling and coaching strategies
- Training of new employees and responsible of all SOPs

Oct 2010- Jun 2014 : **The Savoy Hotel, a Fairmont Managed Hotel.**

Chef de Brigade (Shift Leader) May 2012 – June 2014

Reception Agent Oct 2010 – May 2012

- Ensure the “Perfect Arrival Experience” (facilitation in-room check in for all guests)
- Review No Show, Queue Room, Overbooking, Room Allocation, Handover Rate check, Pre- registered & Routings
- During my time at The Savoy I have gained 150K incremental room revenue (through upsell)
- Training new members of the Front Office (Train the Trainer-Fairmont Program)
- Oversee the daily Operations of the Front Desk coach, lead, guide and direct the efforts of the team of Reception Agents
- Savoy 10.10.10 (part of the opening team)

Aug 2009 - Oct 2010 : **Baglioni Hotel London 5*L.** A Leading Small Hotels of the World.

Reception Agent

- Performs all administrative tasks relative to the daily reception work
- I have been nominated for Employee of the month December 2009
- During the last LQA inspection I have scored 100 % on check out

LANGUAGE & COMPUTER SKILLS

Italian: Native

English: Written: Fluent Spoken: Fluent

Spanish: Written: Basic Spoken: Basic

French: Written: Basic Spoken: Basic

attualmente sono Assistant Manager c/o Four Seasons Hotels and Restorts