



Beatrice Balzano

Open to work

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Languages

Italian (Native)

English (Fluent)

Spanish (Work Proficiency)

About

With foundational experience in hospitality and customer service at Kolbe Hotel and volunteering for the European Summit of Sustainability 2023, I excel in client advising and complaint handling. Fluent in basic Italian and English, I'm adept in luxury retail environments, showcasing flexibility and a keen ability to welcome and assist clients.

BRANDS WORKED WITH

Kolbe Hotel

Experience



● Volunteer representative

Kolbe Hotel | Jun 2022 - Aug 2022

carried out : receptionist, customer reception, booking management with respective hotel portals, customer service. (June- August 2022)

• Volunteer representative John Cabot for the EIIS (European Institute of Innovation for Sustainability) team for the European Summit of Sustainability 2023 at Palazzo Taverna. Tasks carried out: sponsor assistance to the respective desk, guests welcome, credit desk assistance, infopoint for guests and general surveillance of the spaces and halls of the building.

Education & Training

2023 - 2024

● Middlesex University London

Admitted,

2020 - 2023

● John Cabot American University (Roma)

Degree Seeking Student,

2015 - 2020

● Liceo Linguistico Eugenio Montale Roma

Bachelor (Diploma di Maturità),