

FLORIAN HIGINNEN

CUSTOMER RELATIONSHIPS

MULTILINGUAL

FR - ENG - NL - GER



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Florian HIGINNEN



05/04/1994 - 32 y.o



Driving Licence & Personal Vehicle



Echallon (01) - FRANCE

ABOUT ME

I've discovered tourism's work-domain in 2015 as a windmill-guide and spent the last 10 years improving my customer relationship skills as a hotel receptionist in multiple languages.

EXPERIENCE

Polyvalent Receptionnist

RAMADA ENCORE BY WYNDHAM GENEVE - 3* (SWITZERLAND)

22nd of October 2024 to this day - 3-month contract, then a permanent contract

Shifts: morning, evening, night (Occasional)

- Welcoming clients in multiple languages, specialized in customer relationship.
- Check-In / Out ; Keeping track of customer's satisfaction throughout the stay
- Handling bookings through various ways - Phone / Mail / Extranets
- Verification of bookings to come to ensure proper integration in our PMS
- Constant communication between the various services in the establishment (sales, reservations, groups, events and restaurant)
- Keeping track of validity of invoices to be sent for account receivables
- Training of new team-members and interns following the establishment's processes.

Seasonal Polyvalent Receptionnist & Bartender

RESIDENCE LA RESERVE - FERNEY-VOLTAIRE 4* (FRANCE)

16th of April to the 16th of October 2024

Shifts: evening, frontdesk or bar / morning (Occasional)

- Welcoming clients in multiple languages, specialized in customer relationship.
- (Check-In / Out ; Keeping track of customer's satisfaction throughout the stay)

Interim Missions - HOTELIS Palexpo

January 2024- Banquet Service - 8 to 11th of April, Service during Watch N Wonders

Polyvalent Receptionnist

OKKO HÔTELS NANTES CHATEAU 4* (FRANCE)

January 2020 until 26 October 2023 - Permanent Contract

Shifts: morning / evening / night (Occasional)

- Welcoming clients in multiple languages, specialized in customer relationship.
- Handling bookings through various ways - Phone / Mail / Extranets
- Service: morning & evening shifts
- Monthly inventory

Specifics

Hygiene/HACCP Referent and Groups Manager:

- Weekly review of every active & scheduled groups, training of team members
- Handling random or scheduled visits of the establishment with contract and services explanations

Polyvalent Receptionnist (Seasonal)

HÔTEL L'ÉTERLOU 3* (FRANCE)

December 2018 until April 2019 - Seasonal Contract

- Welcoming clients in multiple languages, specialized in customer relationship.
- Service: Bar

Polyvalent Receptionnist (2 Work-studies)

April 2016 to September 2018 (Refer to - Education)



EDUCATION

BTS TOURISME - ISPN

CAEN - FRANCE - 2015 - 2018

2 Work-studies :

A Campsite in Bernières-sur-Mer 4*

- 1 year & 4 months - (Apr 2016 - Aug 2017)

Ace Hôtel Caen Mémorial 3*

- 1 year (Oct 2017 - Sep 2018)

HACCP Referent Training (14h - Mar 2020)

LANGUAGES

- French - C2+
- Dutch - C1+
- English - C2+
- German - B2+

SKILLS

- Customer Relationship
- Human Relationship
- Teamwork
- Communication

SOFTWARES & PMS

- Opera Cloud
- Stay N Touch
- Hetras
- WinHotel
- Winner
- Lightspeed
- Octopus
- Resalys
- Asterio
- Word & Excel
- 1Check
- CANVA

REFERENCE

TROTET Claire - Front Office Manager
Ramada Encore Geneva (CH)

PARENT Frédérique - General Manager
La Réserve - Ferney-Voltaire (FR)