

## Leila Sidi

Motivated and detail-oriented graduate specialized in hospitality, tourism and intercultural communication, with proven experience in luxury hotel guest relations, international customer service, and team supervisor. Trilingual in French, English and Spanish, I am eager to go above and beyond expectations and interested in working in a international environment.

### EXPERIENCES

#### IHG HOTEL & RESORTS INTERCONTINENTAL LYON- HOTEL DIEU

★★★★



##### FRONT DESK HOSTESS

Permanent contract June - September 2025

- Welcomed and assisted **200+ French and international guests per day** at Restaurant Epona and Bar le Dôme (Best Hotel Bar in the world 2020-2021 and World Luxury Hotel Award 2022)
- Managed reservations through Micros, mailing and via calls **reducing waiting time by 10%**
- Delivered **personalized guest service** in a luxury hospitality environment, contributing to **high guest satisfaction scores**.
- Supported cross-functional tasks, enhancing team versatility.

#### ONLYLYON TOURISM & CONVENTION BUREAU

##### CITY EXPERT

6-month internship Jan. - June 2025

- Advised and assisted **500+ international visitors** in discovering Lyon, a destination nominated several times at the **World Travel Awards**.
- Promoted local tourism products, generating a **+13% increase in boutique sales**.
- Handled inquiries, complaints, and feedbacks across multiple channels with a **97% resolution rate**.
- Proficient in professional tourism software (Apidae, Otipass, Magento).



#### INTERMARCHE

##### TEAM SUPERVISOR & CUSTOMER SERVICE


Permanent contract April 2021 - Dec. 2024


- Working in Intermarché, **one of France's leading food retail and distribution companies**, serving **hundreds of customers daily**.
- Supervised and trained a team of 10 student employees, boosting overall productivity by +20%
- Implemented and monitored the store's sales strategy : consistently achieved 95% of monthly sales targets.



### CONTACT

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 Lyon, FRANCE

### EDUCATION

#### Master's Degree in Languages,

##### Cultures and Business- English (LCE)




Jean Moulin Lyon III University, Lyon, France  
(2023 - 2025)

#### Bachelor's degree in English Languages,

##### Literature and Civilization (LCER)

Jean Moulin Lyon III University, Lyon, France  
(2021-2023)

### LANGUAGES

- Native FRENCH 
- Advanced ENGLISH 
- Conversational SPANISH 

### SOFT SKILLS

- Intercultural Communication
- Team Leadership
- Customer-Centric Mindset
- Adaptability & Problem-Solving
- Proactive and initiative
- Stress & Time Management
- Creativity & Innovation

### HARD SKILLS

- Trilingual Communication
- Hospitality & Tourism Software
- Sales & Promotion
- Event & Community Management
- Reporting & Data Handling
- Luxury Hospitality Standards