



Alice Viriot

HOSPITALITY MANAGEMENT GRADUATE

PROFILE

Soon to graduate with a Bachelor's degree from the Ferrandi Paris hotel school, I'm looking to start my career in the exciting world of hospitality. I'm an understanding and highly motivated person, and I look forward to working with you.

SKILLS

- OPERA PMS
- Complaint handling
- GDPR procedures
- Welcoming and taking care of customers
- Active observation
- Professional communication

EDUCATION

Ferrandi Paris

F&B and Hospitality Management
Bachelor's degree

Lycée Blanche de Castille

General high school diploma
(English and Economics)

LANGUAGES



WORK EXPERIENCE

Restaurant *le réciproque* - Paris 18eme

HEAD WAITRESS Nov 2021 - Feb. 2022

- Served lunch and dinner as head waitress

Restaurant Arcadia / Hotel Byblos - Saint Tropez

COMMIS WAITRESS Jun. 2022 - Aug. 2022

- Served breakfast and lunch as commis waitress
- Handled the wait station (maintain cleanliness and organisation)

Sofitel Legend *The Grand* - Amsterdam

FRONT DESK TRAINEE Feb. 2023 - Jul. 2023

- Handled Front Office daily tasks and operations
 - Check-in, Check-out, daily paperwork, guest security and service

Sofitel Bali Nusa Dua Beach Resort - Bali

FRONT OFFICE MANAGEMENT TRAINEE April. 2024 - Aug. 2024

- Project management for Front Office department
 - Improve processes for better efficiency
 - Bring ideas to improve RPS score and guest satisfaction
- Handle VIP guests
 - Ensure the quality of the stay by being proactive

OTHER EXPERIENCES

Water Glisse Passion - Sainte Maxime

MULTI SKILLED EMPLOYEE Summer of 2019 - 2020 - 2021

Hotel Vernet - Paris 8eme // Le Relais - Nogent-sur-Marne

LIVE CONCERT Dec. 2023 - Mar. 2024



HOTEL
THE GRAND
AMSTERDAM
Depuis 1578

Amsterdam, 27 October 2023

To whom it may concern,

I am delighted to write this letter of recommendation on behalf of Alice Viriot, highlighting her numerous achievements during her internship as a Front Office Intern at Sofitel Legend The Grand Amsterdam, spanning from February 2023 to July 2023.

In my role as the Director of Front of House at The Grand, I had the privilege of collaborating with Alice and supervising her contributions to various projects and tasks during her five-month tenure with our organization.

When Alice initially joined our Front Office team, she had limited firsthand experience in Front Office-related responsibilities. However, she swiftly surpassed our expectations by demonstrating exceptional proficiency in both administrative and guest-related duties, consistently maintaining a high level of professionalism.

In her day-to-day responsibilities, Alice proved herself to be a proficient and effective communicator. Her growth in guest communication was particularly noteworthy. It is important to note that The Grand not only caters to discerning travelers but also frequently accommodates royal delegations, governmental representatives, and high-profile figures from the entertainment industry.

Should you require any further information or have specific inquiries, please do not hesitate to reach out to me personally.

Sincerely,

Zsa Zsa Zanolie
Director of Front of House
Sofitel Legend The Grand Amsterdam

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E-mail: zsazsa.zanolie@sofitel.com

SOFITEL
LEGEND

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h2783@sofitel.com - www.sofitel-legend-thegrand.com

All the agreements we enter into are subject to the UVH conditions (Uniform Conditions for the Hotel and Catering Industry), as deposited with the District Court of The Hague and the Chamber of Commerce of The Hague. The conditions are available for inspection at our office and upon request, will be sent immediately, free of charge. The UVH are binding for everyone who makes use of our service.

Rabobank Amsterdam - Account nr. 1234.07.284 - IBAN: NL16RABO0123407284 - BIC/SWIFT: RABONL2U
Chamber of commerce nr. 33 29 60 34 - VAT nr. NL806093092B01

ATTESTATION

Je soussignée, **Thomas SABBE**, Responsable de la restauration de la S.A.S
BYBLOS, certifie que :

Madame VIRIOT Alice

A été embauché au sein de l'Hôtel Byblos de Saint-Tropez en qualité :

Commis de rang

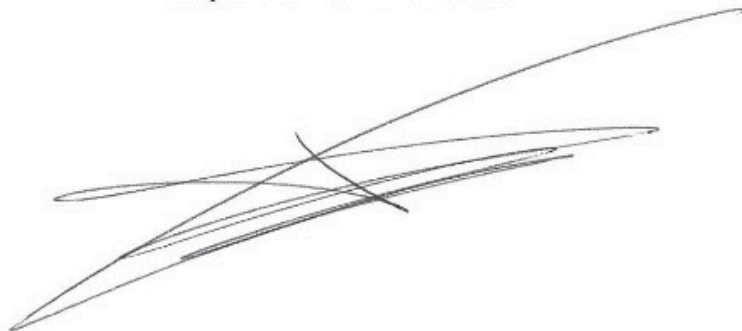
Du 27/06/2022 au 28/08/2022

Madame VIRIOT Alice nous a donné entière satisfaction.
C'est une personne consciencieuse, volontaire et dynamique qui a su
s'intégrer très rapidement au sein de son équipe et de l'ensemble du
personnel de l'Hôtel.

La présente attestation est établie pour servir et valoir ce que droit.

Saint-Tropez, le 6 octobre 2022

Thomas SABBE
Responsable de la restauration



www.byblos.com

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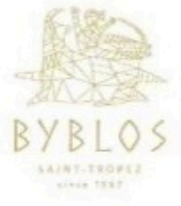
S.A.S. au capital de 2 000 000 €

R.C. Saint-Tropez : 67 B 4 NAF 55 10 Z

Siret 596 780 049 00018

TVA : FR04 596 780 049

— GROUPE —
FLOIRAT



Reference letter (translated)

I, **Thomas SABBE**, F&B Manager at the S.A.S Byblos, certifies that :
VIRIOT Alice

Has been hired at Hotel Byblos, Saint Tropez as :

Commis Waitress

From Jun. 27 2022, to Aug. 28 2022

Mrs. **VIRIOT Alice** has given us complete satisfaction. She is a conscientious, willing and dynamic person who has integrated very quickly within the team and entire staff of the hotel.

The present certificate is established to serve and be worth what is right.

Saint-Tropez, Oct. 6 2022

Thomas SABBE
F&B Manager