

Laurène Morvan



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ABOUT ME

The hospitality industry is my passion, and I have dedicated over a decade to mastering its intricacies. As a dynamic professional, I have developed extensive expertise in managing hotel operations, with a strong commitment to delivering exceptional service and ensuring guest satisfaction. My approach is centered on being actively involved, fostering trust through meaningful relationships, and consistently exceeding expectations. Additionally, sharing my knowledge and mentoring others within the industry serves as a continuous source of motivation and inspiration for me.

SKILLS

- Strong leadership, communication, and problem-solving skills. Adept at managing teams, ensuring efficient operations, and delivering exceptional customer service. Experienced in delegating tasks, overseeing daily activities, and resolving conflicts. Skilled in time management, prioritization, and maintaining workplace safety. Proven ability to motivate teams, drive productivity, and adapt to fast-paced environments.

EXPERTIZE

- Communication
- Ability to Work Under Pressure
- Time Management
- Conflict resolution
- Leadership
- Adaptability
- Decision Making

EDUCATION

Aeronautas Escola De Aviação Civil
Diplome CCA - 2013

Umih Formation
Yield Management I & II - 2022

LANGUAGES



French English Portuguese Spanish

INTERESTS



WORK EXPERIENCE

Grand Hotel Suisse Majestic ****

Réceptionniste vs Gouvernante & Guest Relation

Septembre 2022 - Aujourd'hui | Montreux, Suisse

Hôtel Villa KOEGUI ****

Réceptionniste & Group Events Manager

Mars 2021 - Août 2022 | Bayonne, Nouvelle-Aquitaine, France

Hôtel de l'Océan ***

Réceptionniste vs Gouvernante & Assistante Bar

Avril 2018 - Janvier 2019 | Biarritz, Nouvelle-Aquitaine, France

CGH Résidences & Spas ****

Réceptionniste & Gouvernante

Octobre 2017 - Avril 2018 | La Rosière, France

Oceania Hotels ***

Réceptionniste vs Night Auditor & Shift Leader

Mars 2014 - Septembre 2017 | Biarritz, Nouvelle-Aquitaine, France

Le Bayonne Hôtel & Spa ****

Réceptionniste & Night Auditor

Juin 2014 - Septembre 2014 | Bayonne, Nouvelle-Aquitaine, France

Ibis Salvador Aeroporto Hangar Hôtel ***

Night Operations Manager

Juin 2013 - Décembre 2013 | Salvador, Bahia, Brésil

Villa da Praia Hotel ***

Réceptionniste & Agent Réservation

Juin 2013 - Septembre 2013 | Salvador, Bahia, Brésil