



**Kais (Concierge)**

## Professional experiences

### **Concierge (January 2022 – Present) – La Badira Hotel - Hammamet**

Guest Assistance  
Reservations  
Personalized Services  
Problem Resolution  
Event Coordination  
Local Expertise  
Security and Privacy  
Communication  
Guest Feedback

### **Owner and manager (September 2018 – December 2021) – The Corner Coffee Shop - Hammamet**

Manage daily coffee shop operations.  
Recruit and welcome new service personnel.  
Coordinate with suppliers and order goods as required.  
Maintain up-to-date records of daily, weekly and monthly receipts and expenses.  
Ensure all spaces are clean and tidy

### **Sales agent (January 2015 - February 2018) – SINCERA Jewelry Store - Kiev**

Greet the customer.  
Analyze client request and advisor.  
Offer one or more products and additional sales.  
Close the sale and cash out.  
Manage stocks and produce display cases

### **Manager of the tourist activity of the tour operator (October 2013 - October 2014) - Odisej 2012 – Kiev**

Complete an internship course in the direction of the Manager of Tourism Business.  
Booking, creation and sale of circuits.  
Execution of documents for travel services.

## Trainings and Diplomas

### **2014 – Bachelor in business management: Tourism**

Interregional Academy of Personnel Management - Kiev, Ukraine

### **2010 - Preparatory training in Russian language**

Shevchenko' University - Kiev, Ukraine

## Languages

French : Fluent  
English : Fluent  
Russian: Fluent  
Ukrainian: intermediate