

Miss Fiora LANFRANCHI

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PROFESSIONAL EXPERIENCE

Novembre 2018
April 2019



- **Ponant, Cruises****, Antarctica and Pacific: Manager**
Multi-disciplinary position, including Front Office Manager, Guest Relation Manager, and Sales Manager onboard *Le Soléal*.

October 2014
March 2017
Elegancia Group



- **Hotels Crayon*** & Crayon Rouge****, Paris, France : Hotel Manager**
 - Operational management: Management of two different hotels, application of concepts, guest satisfaction and quality, coordination and supervision of all services, housekeeping outsourcing operation, management of imponderables and disputes...
 - Team management and HR : Insuring a positive climate, recruitments hiring and inductions, goal achievements and responsibilities, administrative follow-up (occupational medicine, mutual fund, leaves, salary and pay slips...), transmission of knowledge, monthly meetings and bi-annual interviews, all terminations of contracts, rules and regulations, comprehensive workplace risk assessment inventory...
 - Sales and financial management: Realization and monitoring forecasts and budget, follow-up of the bank account, Yield management with the headquarters, development of the corporate clientele, negotiation of supplier contracts, follow-up of the results TripAdvisor, dynamization of the common spaces and creation of events, reporting...

Additional missions: Takeover of the management of the **Hôtel Odyssey** (12/2015 to 03/2016); pre-opening and launching of the **Handsome Hôtel** (02 to 03/2016).

December 2012
October 2014
Elegancia Group



- **Hidden Hotel****, Paris, France: Assistant Hotel Manager**
 - Front office management: Reorganization and implementation of all the procedures, supervision of day and night shifts, VIP treatments, managing groups and seminars, organisation of various events, monitor the quality satisfaction and eReputation...
 - Accommodation management: Insuring an impeccable welcome for guests managing housekeeping, F&B, maintenance...
 - Administrative management: Team management and HR, monitor the petty cash and hôtel float, reporting hotel expenses and incomes, Yield management with the group Revenue Manager, monitor the hotel reputation and marketing management...

March 2012
December 2012
Elegancia Group



- **The Five Hotel***, Paris, France : Versatile receptionist**
 - Front office missions: All basic procedures, petty cash, end of the day procedure, rooms allocation, rooms check, reservations, reservations check, conciergerie...
 - Back office missions: Plannings, orders, handling TripAdvisor's comments, debtors, end of the month procedure...

July 2010
November 2011
Club Med

EDUCATION

2018 - 2020



- **MBA in Hospitality Management at Ecole Hôtelière de Lausanne (EHL)**

2005 - 2010



- **Master's Degree in « Marketing and Communication » European Business School (EBS Paris, France) - With the highest honors**
A five-year business program including six internships, and one and a half year abroad:
 - One semester at Centro Universitario Villanueva, Madrid, Spain (2007)
 - One semester at Berkeley College, New York, NY, USA (2008)
 - One semester at University of California, Riverside CA, USA (2010).

Research thesis :

« The fragility of the identity of a brand with a global resonance, Club Med »

SKILLS

French



English



Spanish

