

# chloé laurent

chloe.laurent@example.com • +32 470 12 34 56 • Brussels, Belgium

## PROFILE

Front-office professional with three years of hotel reception experience, including two at a business hotel hosting EU institutions. Trilingual, unflappable, and quietly proud that the general manager trusted me with VIP arrivals.

## EXPERIENCE

### Front Desk Agent

Hotel Leopold Brussels (EU Quarter)

2024 — Present

- Handle 100+ guest interactions daily across French, Dutch, and English at a 180-room business hotel
- Trusted with VIP and diplomatic arrivals, including confidentiality-sensitive delegations
- Coordinate meeting-room bookings and events logistics with the sales office; zero double-bookings in 18 months

### Receptionist

Wellness Center Zenn, Ghent

2023 — 2024

- Managed appointments, payments, and member queries for a 2,000-member facility
- Reorganized the morning check-in flow, cutting peak wait times from 12 to 4 minutes

## EDUCATION

### Bachelor Hotel Management

KU Leuven

2020 — 2023

## SKILLS

**Front office:** Reception, switchboard, scheduling, travel & event coordination, invoicing admin

**Systems:** MS Office, Opera PMS, booking & CRM systems

**Languages:** French (native), Dutch (fluent), English (fluent)