



# Beatrice Balzano

Open to work

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## Languages

- Italian (Native)
- English (Fluent)
- Spanish (Work Proficiency)

## About

With foundational experience in hospitality and customer service at Kolbe Hotel and volunteering for the European Summit of Sustainability 2023, I excel in client advising and complaint handling. Fluent in basic Italian and English, I'm adept in luxury retail environments, showcasing flexibility and a keen ability to welcome and assist clients.

### BRANDS WORKED WITH

Kolbe Hotel

## Experience



### ● Volunteer representative

Kolbe Hotel | Jun 2022 - Aug 2022

carried out : receptionist, customer reception, booking management with respective hotel portals, customer service. (June- August 2022)  
• Volunteer representative John Cabot for the EIS (European Institute of Innovation for Sustainability) team for the European Summit of Sustainability 2023 at Palazzo Taverna. Tasks carried out: sponsor assistance to the respective desk, guests welcome, credit desk assistance, infopoint for guests and general surveillance of the spaces and halls of the building.

## Education & Training

- 2023 - 2024 ● **Middlesex University London**  
Admitted,
- 2020 - 2023 ● **John Cabot American University (Roma)**  
Degree Seeking Student,
- 2015 - 2020 ● **Liceo Linguistico Eugenio Montale Roma**  
Bachelor (Diploma di Maturità),