






Zoé TUDELA ALCAZAR

WORK EXPERIENCE

- Nov 2020 – Now **One&Only Palmilla, Los Cabos. Mexico** 
Front Office Manager – Rooms Division department
 - Overlooking Front Desk, Night team, Concierge, Telephone Operators (Connectivity Center), Bellstaff and Valet (45 pax).
 - Fusion of the Concierge and Front Desk position for increased efficiency in guest experience.
 - Creation and implementation of a new guests' journey around COVID-19.
- Feb 2019 – Oct 2020 **One&Only Palmilla, Los Cabos. Mexico**
Guest Experience Manager – Rooms Division department
 - Responsible for the creation, planning, training and execution of the fusion of the Butler Coordination and Call Center department to create one communication center as main support of the overall hotel operation: as well as fulfilling guest requests, guest restaurant reservations, activity booking and important admin functions.
 - Strategic thinking and planning of the development of the new department to increase overall efficiency and ensure guests and resort's needs are met.
 - Responsible for the overall implementation and use of the ALICE system around the property.

Achievement: Manager of the 4th Quarter 2019, Manager of the Year 2019.
- Feb 2018 – Jan 2019 **One&Only Palmilla, Los Cabos. Mexico** 
Assistant Quality Manager
 - To create and administer the overall reporting systems and databases of the Quality department, ranging from guest feedback, mystery shop, online reviews to the integrated management system, so as to provide effective monitoring of the resort's internal processes.
 - Creation and implementation of Standard Operating Procedures and activation to improve LQA and Forbes results for the overall resort – Forbes 5-Star Certification obtained in January 2020.
 - Analysis and Action plan to improve the top defects of the resort based on Customer Satisfaction surveys.
 - Monthly Business Review Call with the Corporate Office.
- Feb 2017 – Feb 2018 **One&Only Palmilla, Los Cabos. Mexico** 
Rooms Division department – Rooms Management Trainee
 - Developing operational and leadership skills over a 12 months intensive training through all Resort's departments with a special focus on the Rooms Division area.
- Aug 2015 – Jan 2015 **The Ritz Carlton Abu Dhabi, Grand Canal. Abu Dhabi, UAE** 
Rooms Division department – Front Desk Trainee
- Jan 2014 – Jul 2014 **The Ritz-Carlton Hotel Arts Barcelona. Barcelona, Spain** 
Rooms Division department – Guest Relations/ Guest Services Trainee

Achievement: Best Trainee Award in the Rooms Division department.

EDUCATION

Jul 2013 – Dec 2016 **Les Roches Global Hospitality Education**, Bluche, Switzerland
Bachelor of Business Administration in Hospitality Management
Specialization: Finance Major with Honors and Distinction

◆ Les Roches

Oct 2014 **WSET Level 2 Award in Wine and Spirit**. Bluche, Switzerland
The Wine and Spirit Education Trust



Sep 2003 – Jun 2013 **Saint Louis Blanche de Castille**. Villemomble, France
Certificate of Secondary Education



LANGUAGES

French	Mother tongue
English	Fluent
Spanish	Fluent

EXTRA CURRICULAR ACTIVITIES

Jul 2016 – Dec 2016 **Les Roches International School of Hospitality Management** Bluche Switzerland
Head of Graduation Committee
- Planning the Graduation dinner for 450 pax.

Jan 2016 – Dec 2016 **Les Roches International School of Hospitality Management** Bluche, Switzerland
Head Senior Ambassador
- Planning Les Roches Alumni reunions all over the world.
- Organizing and running: Leadership Series, Alumni Visits, Guest Speaker(s) for Graduation, Graduation Gifts.
- Finding innovative ideas and organizing the Graduation Ceremony.
- Connecting Alumni and current students of Les Roches for a better professional network.

Jan 2015 – Jul 2015 **Les Roches International School of Hospitality Management** Bluche, Switzerland
Student Ambassador
- Interviews for newspapers/media worldwide.
- Network with journalists who visit the campus.
- Be involved in Les Roches Marketing events and give your feedback during focus groups.
- Opportunities to participate in fairs and seminars across Europe.

Sept 2011 – Jun 2013 **French Gymnastic Federation** Chelles, France
Gymnastic federal coach of 6/7 year old gymnasts, Certified Judge.

COMPUTER SKILLS

OPERA, Mystique, Fidelio, Clarabridge, Open Table, ReviewPro, ALICE, Salesforce.

INTERESTS

Travelling, networking, leadership, public speaking, reading, podcasts.

REFERENCES

Available upon request