



Layla Bchari

**Hotel Staff · Guest Service ·
Front Office · Reservations**

CONTACT

laylabchariel@gmail.com

+41 77 292 63 11

Avenue de la Vogez 13, Morges

27 mai 1994

Spanish (UE)

<https://laylasergio.com>

LANGUAGES

Spanish: Native

Arabic: Native

French: C1–C2

English: C1–C2

German: Basic (learning)

KEY SKILLS

Guest service & communication

Booking & reservations support

Organization & multitasking

Attention to detail

Teamwork & adaptability

Hotel systems

MS Office (Word, Outlook, Excel)

AVAILABILITY

Immediate availability

Flexible schedule

Ready to relocate to Zermatt

EU citizen – eligible to work in

Switzerland

PROFESSIONAL PROFILE

Multilingual hospitality professional with experience in front office, customer service and luxury property care. Reliable, proactive and service-oriented, with strong attention to detail.

Available immediately and open to all hotel positions.

Hostel Staff & Front Desk

Up Hostel Valencia Valencia, Spain Valencia, Spain · 2020–2023 · 2025–2026

- Handled front desk, check-in/check-out, bookings and multilingual guest inquiries
- Assisted with bar service, concierge support and local recommendations
- Maintained common areas and supported luggage, lockers and room readiness

Administrative Coordinator & Front Office Assistant

La Cité des Rocheuses · Calgary, Canada · 2023 – 2025

- Handled client requests in English and French (email, phone, in person)
- Managed bookings, appointments and follow-ups
- Provided personalized assistance to international clients
- Maintained organized records and smooth daily operations

Property Care & Client Services – Private Luxury Homes

Calgary, Canada · 2023 – 2025

- Managed high-end private homes and client coordination
- Handled emails, deliveries and communication with property owners
- Coordinated contractors and maintenance services
- Maintained indoor and outdoor areas (including extreme winter conditions)

VIP Reception & Event Hospitality (Catering & Guest Service)

Valencia Football Club · Valencia, Spain · 2018 – 2019

- Delivered VIP guest service in high-pressure event environments
- Assisted with catering service, including food and beverage coordination
- Welcomed and attended international VIP guests
- Supported event setup and guest experience operations

EDUCATION

University of Alcalá de Henares · Madrid, Spain · 2012 – 2016

Bachelor's Degree in Modern Languages & Translation

Specialization: Romance languages, translation, and intercultural communication

University of Antwerp · Belgium · 2015 – 2016

Erasmus Program – International mobility

Multilingual academic environment (NL / FR / EN)

Udemy

Diploma in Hotel Management & Front Office Operations

References available upon request