



### Character Reference – Isuri Ferando

My name is Harmony Williamson, I am the Front of House/Reservations Manager at the Gerald Apartment hotel, and I have been requested to right a character reference for one of my past receptionists Isuri Ferando.

Isuri work under my department as a hotel receptionist, at the Gerald for approximately 6months from November 2023 to May 2024. Isuri, originally from Italy, was traveling Australia before she came to Geraldton, WA with her partner to work at the Gerald.

During her time working at the Gerald, Isuri displayed multiple of skills, abilities and exceeded in her role as a part of the Front of House team. As a hotel receptionist, Isuri was intrusted with a range of responsibilities that include, but not limited to:

- Time management and time keeping: Isuri displayed the ability to complete tasks within respected time frames and rostered hours. Isuri was responsible for her time keeping, clocking in and out within rostered hours and communicating appropriate reasons for overtime.
- Taking payments/refunds/applying remittance: Isuri was trusted to take payments/refunds for bookings and further hotel items, apply remittance to the correct billing and create statements for outstanding billing.
- Reservations: making bookings over the phone and via email, understanding hotel reservations and building rapport with guests.
- Communication: communicating with guests, management, co-workers, and other departments within the hotel to ensure smooth operation.
- Customer service: greeting guests, helping with enquiries and requests. Isuri is very polite and has amazing customer service skills, always went the extra mile for hotel guests.
- Attention to detail: inspecting hotel rooms for arriving guests, keeping work area tidy and ensuring areas of the hotel are clean to standard.
- Working alone: Isuri was trusted to work alone is early hours of the mornings and weekends, Isuri was responsible for handling emergency evacuation procedures and ensuring smooth operation whilst working alone.
- Handling complaints: Receiving complaints via phone email and in person, handling the situation with care and providing solutions to avoid further issues, reporting complaints to management.
- Reporting: sending end of night reports, filing incident reports, reporting complaints. Isuri was very thorough and detailed in her reports and never failed to communicate relevant information to management and other departments within the hotel.

Isuri's skills on the computer, intelligent approach and caring nature assisted in her role as a hotel receptionist, Isuri continued to strive beyond her job responsibilities and proved to be a valuable member of our team. I would highly recommend Isuri for future employment and opportunities is similar fields.

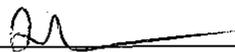
Should you have further questions regarding Isuri or this character reference, please contact me via email.

*Thank you for taking the time to read this character reference.*

**Written by: Harmony Williamson**

**Position: Reservation/ Front of House Manager and the Gerald Apartment Hotel**

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**Signature:** 

**Date:** 23/08/2024