

Tom JACQUOT

Contact



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328 Avenue du Covet
73000 Chambéry, France



Tom Jacquot



Driving licence holder

IT / Software

Lightroom



Photoshop



Pack Office



Illustrator



Canva



Website design (Wordpress, Wix)

4807 Software - Ski School



Eseason Software - Camping



Creation of hiking routes



Languages

English



French



Espagnol



Soft skills

- Speaking
- Communication
- Reception
- Customer relationship
- Teamwork
- Ability to adapt
- Conflict management
- Diary handling

Hobbies

Nature & Landscape photography



Climbing cliff & indoor



Alpine & Nordic Skiing



Bivouac in the mountains



Tourist information officer / Receptionist

Enthusiastic, versatile and passionate about welcoming tourists, I'm looking for new and rewarding experiences in the tourism sector. With a wealth of experience in hospitality, I'm ready to demonstrate my customer service skills and my ability to work effectively as part of a team to guarantee a quality service for all.

Work experience

Sales and Operations Coordinator

November 2023 - April 2024 ; ESF Les Gets

- **Bookings management** for **tour operators**, groups and individuals.
- **Invoicing, payment processing, and tracking.**
- **Liaison** between **management** and **sales** team for smooth **communication.**
- **Team coordination: supervised hosts, delegated tasks, handled conflicts**
- **Employee training:** IT tools, sales, reception & ski school operations.

Receptionist

May 2024 - Sept. 2024 / May 2023 - Sept. 2023 ;

Camping l'Île aux Cygnes Le Bourget-du-Lac

- **Reception ; booking process** / Schedule management / Check In - Out
- Inspections of mobile homes and bungalows

Tourism and Leisure Officer

November 2023 - April 2024 ; ESF Les Gets

- **Commercial management** & Contact and booking with **Tour operators**
- **Quotation** management, **customer files** & **Cash receipts and balances**
- **Training** for new employees (4807 software, reception, sales, ...)

December 2022 - April 2023 ; ESF Les Gets

- **Reception, booking & sales**
- Instructor planning management
- Event organization and staging of festive and cultural events

Multi skilled catering & Reception agent

August 2022 ; UCPA, La Palud-sur-Verdon

- Setting up buffets, dishwashing
- Reception / Registering trainees and dispatching equipment

Administrative reception agent

June - July 2022 / September - October 2021

Savoie Mont-Blanc University, Le Bourget-du-Lac

- Student welcome and registration

Education & Training

Tourism and Leisure Officer (Title for Professional Purposes)

September 2022 - April 2023

- Reception, sales, advice, event organisation, apprenticeship in a ski school

Degree in geography and regional planning

September 2019 - June 2022

Université Savoie Mont-Blanc, Le Bourget-du-Lac

A levels in economics and social sciences with merit in English

Spécialité Mathématiques - Mention AB

September 2018 - June 2019 ; Lycée Monge, Chambéry

Certification

Linguaskill certification in English B2 - 2022



Cambridge certification in English B1 - 2019

