

# Adolfo Acampora



## PERSONAL INFORMATION

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**Date of Birth:** 15/01/1990                      **Nationality:** Italian  
**E-mail:** adoacamp@hotmail.com              **Phone:** (+39) 3382208537  
**Skype:**adolfoacampora90

## EDUCATION / QUALIFICATIONS

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July 2013–December 2013                      **Post Graduate Diploma in Hospitality Management (Master I)**  
Les Roches Marbella International School of Hotel Management - Marbella, Spain  
Hotel Management Studies – Hotel Operations (Service, F&B, Room Divisions, Tourism)

September 2008- October 2012              **Bachelor Degree in Business Management**  
Università Cattolica del Sacro Cuore–Milan,Italy  
Main courses taken: Economy, Business Strategy, Corporate Finance, Management accounting and Marketing Management.

## PROFESSIONAL EXPERIENCE

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January 2019 – Present                      **Triple A Luxury Concierge- Sorrento Italy**  
Founder and Ceo at Triple A; a travel agency specialized in luxury service based in Sorrento.

December 2016- December 2018              **Acampora Travel- Sorrento Italy**  
Contract Manager for Campania Region and operations in Fit Department  
Contracting with service suppliers and hotels, sell travel products and tour packages; deal with customer enquiries, participate in fairs around the world, support to Fit Department for customize trips and regular tours reservation.

October 2015 - December 2016              **Acampora Travel – Sorrento, Italy**  
Trainee –Cross training in : Fit department, Group Department, Excursions Department

March 2015 - July 2015                      **Hotel Four seasons - Florence, Italy**  
Front desk receptionist - employee  
112 rooms/ Florence, Italy  
Welcoming guests; Check in and check out ; rooms allocation; night duties; dealing with complaints; welcoming and escorting guests to the room.

September 2014-February 2015              **Hotel The St Regis- Rome, Italy**

Front desk receptionist - trainee

116 rooms/ Rome, Italy

Check in and check out of the guests; rooms allocation; dealing with complaints; welcoming and escorting guests to the room; managing and updating SPG profiles.

January 2014- July 2014

**Hotel Arts Barcelona Ritz Carlton – Barcelona, Spain**

Butler of Apartments

455 rooms+28 apartments/ Barcelona, Spain

Butler service for the Apartments guests, reservation for guests, unpacking service, personalized service for VIP guests, answering direct request as well as pre-arrival contact.

Receptionist and concierge at the reception of Apartments, House Keeping Supervisor, departmental trainees.

March 2013- June 2013

**Imperial Recruitment Agency – London, United Kingdom**

Waiter

Supported and performed Banqueting, table setting, service, training, fine dining service.

June 2012- August 2012

**Grand Hotel Vesuvio, Acampora Hotels - Sorrento, Italy**

Receptionist

Check in and Check out of the clients; responding to the bookings by phone,e-mail, letter; concierge services, responding to complaints.

June 2009- August 2009

**Relais Blue Boutique Hotel – Massa Lubrense, Italy**

Waiter and Assistant Sommelier

Table service and Wine advice, supported and performed banqueting, fine dining service.

**SKILLS**

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Language

Italian (mother tongue), English (fluent), Spanish (intermediate)

Computers

Microsoft Office, Opera

Personal Information

Sociable, outgoing, customer-focused, enjoys direct customer contact, professional appearance, punctual, reliable, responsible, perfectionist, excellent customer service skills, very welcoming attitude.

Reference upon request