



Emma Bélisle

Tourism Technician

Profile

Passionate about the field, seeking a position in a dynamic work environment where I can use my skills for the company's profitability. I am motivated for work and passionate in the tourist industry.

Contact

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Languages

French | Mother tongue

English

Spanish

Education

2015

Granby College

2019

College diploma (DEC)

Tourism and Management

- Specialized in event planning, touristic developpement, publicity, marketing realated to the tourism industry

Skills

- Problem-solving
- Social media strategy
- Company development and promotion
- Knowledge of Microsoft Office (Excel, Powerpoint, Office, Publisher)
- Mastery of hotel reservation software Hotello
- Knowledge of PC Voyage software
- Mastery of Photoshop
- Website creation (Wix and WordPress)
- Use to create events and work in team



Experiences

- 2017 **Beatnik Hotel**
up to **Front desk clerk**
now
- Guests' check in and check out
 - Phone and online reservations
 - Complaints management
 - Answering emails
 - Publicity and promotion
 - In charge of the social medias
 - Breakfast preparation

- 2015 **Tattoo Voodoo**
2018 **Costumer service & social medias director**
- In charge of social media, (Snapchat, Instagram, Facebook)
 - In charge of publicity
 - Customer service
 - In charge of the website
 - In charge of training new employees
 - Office organisation

- 2013 **Autoparc 74 (bus station)**
2018 **Cashier**
- Selling Bus Tickets
 - Help customers with their bus itinerary
 - Give directions
 - Inform customers about the touristic attractions of the region

- 2015 **David's tea**
2016 **Barista**
- Welcome guests and guide them in the store
 - Weight tea
 - Prepare hot or cold tea

- 2015 **Canaël Bakery**
2014 **Barista**
- Welcome guests
 - Wait tables
 - Prepare specialty coffees

Internships

Voyage Granby (Travel agency)

- Selling trips
- Inform customers about the destinations
- Plan customer's trip

Touristic information center

- Give directions to tourists
- Inform tourists about the touristic attractions according to their preferences

David's Tea

- Selling formation
- Inform people on our tea

CCE -Tourism

- Secretary for the club
- Planning events

Eidar Guestinghouse | Iceland

- In charge of the reservations
- Welcome the guest
- Clean the rooms



Realisations

Started in
may 2018

Askur Taproom

Social media manager & web desinger

I was in charge to create and desing the new web site. I started with nothing and i build a full website on Wordpress.

I also decided to help them with improving the menu as doing a new desing for the bar's menu.

I also make up new promotion to help up the bar go get more costumers.

I did 50% discount coupons they gave to the companies around the area. I also did flyers to promote the guided tours. The flyers has been gave around Iceland.

Answer to costumer trougt the social medias

Asnwer reviews on Trip Advisor / Facebook / Google

Improve the Facebook page, the Instagram page, the Trip advisor page and more

Promote the company throught social medias

2016
2019

Tourism Diploma

- I had severals classes in event creation. We did 2 big event.
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- I had marketing, publicity, social medias strategy, sale strategy, touristic developpement classes.
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- We had to created web site during my studies. Also, we had Spanish classes to developpe our skills and English classes as well.
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- I also had a class about dealing with complains and to teach us how to give the best costumer service.