



Nikolaos Kolovouris

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ABOUT ME

I'm Nikos, an assistant front office manager in Santorini with a background in retail sales. I love connecting with people from around the world and continuously growing through languages. I speak Greek, English, German and I'm learning French. Passionate about hospitality, history, and culture, I aim to create meaningful experiences for every guest while developing myself and those around me.

WORK EXPERIENCE

ASSISTANT FRONT OFFICE MANAGER – ROCABELLA SANTORINI HOTEL & SPA – 01/04/2026 – Current – SANTORINI, GREECE

- Supervise daily Front Office operations, ensuring smooth check-in/check-out procedures and exceptional guest satisfaction.
- Coordinate room allocation, reservations, VIP arrivals and special guest requests.
- Lead and support the Front Office team through daily briefings, staff coordination and operational planning.
- Handle guest complaints and service recovery, maintaining high guest satisfaction standards.
- Collaborate with Housekeeping, Maintenance, F&B, Spa and Reservations to optimize hotel operations.
- Manage billing accuracy, cash handling, financial reconciliations and refund procedures.
- Implement upselling strategies and train team members to maximize room revenue.
- Assist in revenue optimization through room allocation, occupancy management and rate coordination.
- Coordinate maintenance requests and monitor timely resolution of technical issues.
- Maintain operational reports, guest records, incident documentation and quality control procedures.
- Support emergency response procedures and ensure compliance with hotel safety standards.

FRONT DESK AGENT – ROCABELLA SANTORINI HOTEL & SPA – 01/05/2025 – 30/10/2025 – SANTORINI, GREECE

- Manage front desk operations, including check-ins, check-outs, and guest support.
- Provide concierge services with personalized recommendations on attractions and activities.
- Handle guest emails and inquiries, offering hotel and cultural information.
- Coordinate with housekeeping and maintenance to ensure service quality.

NIGHT AUDITOR – ROCABELLA SANTORINI HOTEL & SPA – 05/02/2024 – 28/11/2024 – SANTORINI, GREECE

- Managed night front desk operations, including check-ins, check-outs, and guest support.
- Handled inquiries and complaints with professionalism, ensuring guest satisfaction.
- Used Fidelio Oracle for reservations and record accuracy.
- Coordinated with housekeeping and maintenance to resolve issues promptly.
- Assisted international guests in English, German (B2), and basic French.

RETAIL SHOP SUPERVISOR – COSMOS SPORT SA – 01/09/2022 – 31/01/2024 – PATRAS, GREECE

- Supervised and motivated the sales team to achieve daily and monthly targets.
- Organized schedules, delegated tasks, and ensured smooth store operations.
- Trained and supported new employees to deliver excellent customer service.
- Used Power BI to monitor sales performance and support decision-making.

- Delivered customer service and built strong client relationships.
- Managed stock control, product deliveries, and inventory accuracy.
- Utilized Power BI for sales and stock tracking.
- Handled customer complaints and ensured a positive shopping experience.

WAITER – MEDITERRANEE HOTEL – 01/05/2019 – 27/09/2019 – KEFALONIA, GREECE

- Assisted in breakfast and dinner service, including table clearing, buffet restocking, and restaurant setup.
- Supported the service team during peak hours, ensuring smooth operations.
- Strengthened English communication skills through daily interaction with international guests.
- Learned to work efficiently under pressure and adapt to guest needs.

● EDUCATION AND TRAINING

01/10/2023 – 06/02/2025
GOETHE ZERTIFIKAT B2 Goethe Institut

19/11/2019 – 28/09/2023
GOETHE ZERTIFIKAT B1 Goethe Institut

01/09/2010 – 30/06/2013 Patras, Greece
HIGH SCHOOL

● LANGUAGE SKILLS

Mother tongue(s): GREEK
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
GERMAN	B2	B2	B2	B2	B2
FRENCH	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● SKILLS

customer service | manage front operations

● HOBBIES AND INTERESTS

Music

Reading

Cinema

Jigsaw Puzzles