

PERSONAL INFORMATION


Denis Pasolini



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Sex Male | Date of birth 1978 | Nationality Italian

WORK EXPERIENCE

07/2007–Present

Tour Guide

Eyes of Rome Tours, Rome (Italy)

www.eyesofrome.com

- Guided private tour or small groups of up to 30 people on tours of Vatican City State and all the roman museums and archeological area.
- Developed tour programming to enhance guest experiences.
- Researched information on Rome and Vatican to provide accurate, detailed tours.
- Provided information through narratives on various sites throughout Rome and surrounding area, relaying little-known stories to provide interest.
- Collected tickets and fees from each individual prior to start of tour.
- Entertained tour guests with various props and signs for maximum engagement, fun, and lasting memories.
- Researched and studied on topics that pertained to tour locations so that such information could be added to scripts.
- Built personal relationships with guests to promote positive experiences.
- Trained apprentice guides to educate on information to present to tourists and travelers.
- Drew attention to cracked sidewalks, bad lighting and steps to keep customers safe on tours.
- Answered questions, pointed out important features, and offered further details about special exhibits to educate visitors.
- Maintained excellent attendance record, consistently arriving to work on time.
- Worked with V.I.P. customers to understand needs and provide High Class service.
- Monitored social media and online sources for industry trends.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Collected and deposited payments from guests.
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
- Drove operational improvements which resulted in savings and improved profit margins.

Business or sector Tourism

01/2015–Present

Tour operators manager

Together In Rome Tours

www.togetherinrome.com

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Business or sector Tourism

01/2007–10/2015

Rental manager

Vanitaly, Roma (Italia)

www.vanitaly.com

- 1st in Italy to open a campervan rent business
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Oversaw business budget planning and administration, accounting functions.
- Maintained up-to-date administrative records to monitor operational conditions.
- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
- Stayed current with market trends to determine optimal pricing of goods and services and to capitalize on emerging opportunities.
- Promoted business via social media to generate leads and maximize brand identity.
- Fulfilled customer shipping needs by completing all purchase orders and customer invoices.

Business or sector Transportation

03/2006–10/2006

Beach Club Manager

Bagno Lido le Vele, Cervia (Italia)

- Improved operational planning and business frameworks to enhance resource utilization and reduce waste.
- Trained and guided team members to maintain high productivity and performance metrics.
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand.
- Maintained team efficiency by strategically delegating daily activities, monitoring output and rewarding positive contributions.
- Established and maintained positive work environment to enhance retention and productivity.
- Recorded inventory sales into organization's weekly income report.
- Maintained current knowledge of all facets of operations.
- Reduced workflow inconsistencies by recruiting and hiring capable staff members.

Life guard

Hotel Antea, Cervia (Italy)

- Monitored safety of all guests in and around swimming pool.
- Garnered valuable swim instruction to patrons of various ages to build confidence, strength, and skills in positive learning environment.
- Share tips with patrons on swimming techniques and strength training.
- Completed basic maintenance and repairs to keep pools functioning properly.

EDUCATION AND TRAINING

Bachelor of Economics

EQF level 6

Università degli studi di Bologna, Bologna (Italia)

General:

Economy, Law, Mathematics

06/2019 Tour manager certificate

Regione Emilia Romagna, Bologna (Italy)

- Organization Tours
- Planning Trips
- Planning timetible\tickets
- Managment transport\guides\tour leader

Gelato Maker

Provincia di Genova, Genova (Italia)

PERSONAL SKILLS

Mother tongue(s) Italian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Spanish	B2	B2	B2	B2	B1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
 Common European Framework of Reference for Languages - Self-assessment grid

Communication skills ■ good communication skills gained through my experience as tour guide and tour leader manager
 ■ excellent problem solving trough people

Organisational / managerial skills ■ leadership (currently responsible for a tour guide team of 10 people)
 ■ good organisational skills gained as Tour Manager, responsible for booking\selling tours around Italy
 ■ good team-leading skills gained as a Tour Leader

Job-related skills ■ Good problem solving

Digital skills

SELF-ASSESSMENT

Information processing	Communication	Content creation	Safety	Problem-solving
Basic user	Independent user	Independent user	Independent user	Independent user

Digital skills - Self-assessment grid

Windows Office and Windows 10

Good knowledge of the most important O.T.A. booking software

Other skills Travel






I have been living abroad for 5 years in the last 20 years. Travelling all around the globe for passion and sport (surfing), meeting different cultures.

Driving licence A, B

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 Mother tongue(s)
Italian

 Foreign language(s)
English, Spanish

English				
Self-assessment of language skills				
UNDERSTANDING		SPEAKING		WRITING
 Listening	 Reading	 Spoken interaction	 Spoken production	 Writing
C1 Proficient user	C1 Proficient user	C1 Proficient user	C1 Proficient user	C1 Proficient user
Linguistic and intercultural experience				
Description				Duration
Using languages for study or training: Tesis in Australia in the main office of "Surfrider Foundation" in Coolangatta, Queensland. I have been working in a office for four month studying the fund rising of the Foundation and helping in different way				–

Spanish				
Self-assessment of language skills				
UNDERSTANDING		SPEAKING		WRITING
 Listening	 Reading	 Spoken interaction	 Spoken production	 Writing
B2 Independent user	B2 Independent user	B2 Independent user	B2 Independent user	B1 Independent user
Linguistic and intercultural experience				
Description				Duration
Using languages at work: Helping the management in a Hotel in Costa Rica for 3 months. Receiving the guest and for any issue				–

Common European Framework of Reference for Languages - Self-assessment grid

		A1 Basic user	A2 Basic User	B1 Independent user	B2 Independent user	C1 Proficient user	C2 Proficient user
Understanding	 Listening	I can understand familiar words and very basic phrases concerning myself, my family and immediate concrete surroundings when people speak slowly and clearly.	I can understand phrases and the highest frequency vocabulary related to areas of most immediate personal relevance (e.g. very basic personal and family information, shopping, local area, employment). I can catch the main point in short, clear, simple messages and announcements.	I can understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure, etc. I can understand the main point of many radio or TV programmes on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.	I can understand extended speech and lectures and follow even complex lines of argument provided the topic is reasonably familiar. I can understand most TV news and current affairs programmes. I can understand the majority of films in standard dialect.	I can understand extended speech even when it is not clearly structured and when relationships are only implied and not signalled explicitly. I can understand television programmes and films without too much effort.	I have no difficulty in understanding any kind of spoken language, whether live or broadcast, even when delivered at fast native speed, provided I have some time to get familiar with the accent.
	 Reading	I can understand familiar names, words and very simple sentences, for example on notices and posters or in catalogues.	I can read very short, simple texts. I can find specific, predictable information in simple everyday material such as advertisements, prospectuses, menus and timetables and I can understand short simple personal letters.	I can understand texts that consist mainly of high frequency everyday or job-related language. I can understand the description of events, feelings and wishes in personal letters.	I can read articles and reports concerned with contemporary problems in which the writers adopt particular attitudes or viewpoints. I can understand contemporary literary prose.	I can understand long and complex factual and literary texts, appreciating distinctions of style. I can understand specialised articles and longer technical instructions, even when they do not relate to my field.	I can read with ease virtually all forms of the written language, including abstract, structurally or linguistically complex texts such as manuals, specialised articles and literary works.
Speaking	 Spoken interaction]	I can interact in a simple way provided the other person is prepared to repeat or rephrase things at a slower rate of speech and help me formulate what I'm trying to say. I can ask and answer simple questions in areas of immediate need or on very familiar topics.	I can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar topics and activities. I can handle very short social exchanges, even though I can't usually understand enough to keep the conversation going myself.	I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work, travel and current events).	I can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible. I can take an active part in discussion in familiar contexts, accounting for and sustaining my views.	I can express myself fluently and spontaneously without much obvious searching for expressions. I can use language flexibly and effectively for social and professional purposes. I can formulate ideas and opinions with precision and relate my contribution skilfully to those of other speakers.	I can take part effortlessly in any conversation or discussion and have a good familiarity with idiomatic expressions and colloquialisms. I can express myself fluently and convey finer shades of meaning precisely. If I do have a problem I can backtrack and restructure around the difficulty so smoothly that other people are hardly aware of it.
	 Spoken production	I can use simple phrases and sentences to describe where I live and people I know.	I can use a series of phrases and sentences to describe in simple terms my family and other people, living conditions, my educational background and my present or most recent job.	I can connect phrases in a simple way in order to describe experiences and events, my dreams, hopes and ambitions. I can briefly give reasons and explanations for opinions and plans. I can narrate a story or relate the plot of a book or film and describe my reactions.	I can present clear, detailed descriptions on a wide range of subjects related to my field of interest. I can explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.	I can present clear, detailed descriptions of complex subjects integrating sub-themes, developing particular points and rounding off with an appropriate conclusion.	I can present a clear, smoothly-flowing description or argument in a style appropriate to the context and with an effective logical structure which helps the recipient to notice and remember significant points.
Writing	 Writing	I can write a short, simple postcard, for example sending holiday greetings. I can fill in forms with personal details, for example entering my name, nationality and address on a hotel registration form.	I can write short, simple notes and messages. I can write a very simple personal letter, for example thanking someone for something.	I can write simple connected text on topics which are familiar or of personal interest. I can write personal letters describing experiences and impressions.	I can write clear, detailed text on a wide range of subjects related to my interests. I can write an essay or report, passing on information or giving reasons in support of or against a particular point of view. I can write letters highlighting the personal significance of events and experiences.	I can express myself in clear, well-structured text, expressing points of view at some length. I can write about complex subjects in a letter, an essay or a report, underlining what I consider to be the salient issues. I can select a style appropriate to the reader in mind.	I can write clear, smoothly-flowing text in an appropriate style. I can write complex letters, reports or articles which present a case with an effective logical structure which helps the recipient to notice and remember significant points. I can write summaries and reviews of professional or literary works.

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