

Cover letter | Cláudio Costa

Applying for the following positions

- **E-commerce and/or yield & revenue responsible**
- **Front-Office roles in the reception or F&B**

Type of hotel unit and geographic area Hotels or hotel chains of 4 or 5 stars in major European cities

Future expectations 6 months collaboration and possible effective integration in the organization

Porto, 18 October 2011

Dear Sir (madam),

I hereby present my **spontaneous application** for a position in the commercial area of your organization, with particular emphasis in the areas of e-commerce and revenue & yield management. Alternatively, and if the opportunity arises, I also have interest in developing work in the front-office area, whether in the reception or F&B.

I do so in the wake of what has been my journey of learning and work in the hotel business which, as you may consult in the **CV attached** or in this **brief presentation video**, started professionally with an executive master in hotel management and later in an independent hotel unit of 75 rooms in Albufeira (in Algarve - Portugal), for another 11 months.

I believe this course has been very positive and enriching, but I feel that to extend my experience and knowledge in the hotel industry I also need to be more involved in the day-to-day operations and make contact with the “grand hôtellerie”, because the level and requirement of the service are different and the very structure and organization are confronted with different challenges.

I believe that my academic background in informatics engineering and the experience I gained in the consulting business have provided me a thorough and wide knowledge, not only on the technological side but also on business process organization and project management. I think this may be a valuable asset if not on a direct way in the front-office work, certainly in understanding and developing the business which, in my opinion, everyone in the organization should commit to, in order to achieve the common goals outlined at the management level.

I invite you to have a look at my CV attached and, if my profile is of interest to you, I will be happy to discuss the possibility of a collaboration, being naturally available to conduct a live interview.

Thank you for your attention,



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