



Coralie

MEIRELES STIER

ASSITANT FRONT OFFICE MANAGER.
FRONT OFFICE SUPERVISOR

PORTUGUESE • GERMAN • ENGLISH • FRENCH • ITALIAN

+49 157 38 777 982
+351 937 919 849
coralie.stier@gmail.com
Berlin - Germany.
Altura - Portugal

KEY COMPETENCIES



FRONT OFFICE & GUEST EXPERIENCE

- Front Office Operations
- Guest Relations & VIP Services
- Reservations & Concierge
- Complaint Resolution
- Service Recovery
- Guest Satisfaction
- Executive & VIP Guest Management



LEADERSHIP & OPERATIONS

- Team Coordination & Supervision
- Staff Training & Coaching
- Shift Planning & Daily Briefings
- Cross-Department Communication
- Process Optimization
- Quality Standards & Compliance
- Problem Solving & Decision Making



COMMERCIAL & BUSINESS

- Upselling & Revenue Awareness
- Sales & Business Development
- Customer Loyalty & Retention
- MICE & Event Management
- Destination Marketing
- Vendor & Supplier Management



PROFESSIONAL EXPERIENCE

MARKETING CONSULTANT & BRAND MANAGER

Freelance (International) | 09/2021 – 06/2026

Consulting for artists, independents and SMEs building their brands and digital presence. Development of target group-oriented content, social media management and strategies to strengthen customer loyalty and international positions.

INT. PROJECT MANAGER – TOURISM & DMC / INCOMING

- Becker's Travel Germany | 01/2016 – 09/2021 | Berlin
- Nouvelles Frontières (World of Tui) + Ringtours Travel - Paris.
- CBV Incoming.- Rio de Janeiro

Managed international FIT, Groups, VIP and MICE operations, coordinating suppliers, clients and internal teams. Responsible for service quality, customer satisfaction, complaint resolution, sales support, marketing campaigns and destination management., offer development

SALES & MARKETING ASSISTANT

Taag Angola Airlines | Paris

Support in marketing, sales promotion and customer communication.

HOTEL EXPERIENCE – FRONT OFFICE

Extensive experience in Front Office operations including Reception, Reservations, Concierge, Guest Relations, VIP Services and Executive Assistance. Acting Deputy Manager during shoulder season, supporting daily operations, team coordination and guest satisfaction.

- Royal Park Hotel 5* - Kandersteg - CH (Leading Hotels of the World)
- Hotel des Alpes 3* - Champéry - CH
- Hotel Mercure Malhoa 4*, Lisbon - PT

EVENT MANAGEMENT

Planning and organization of cultural and international events. Coordination of processes, service providers, travel and guests. Examples: fashion show, comedy tournée, beauty contest, dance congress, art exhibitions.

INTERNATIONAL EVENTS & GUEST MANAGEMENT

International event support and guest management as hostess at trade fairs, incentive trips and major events (automobile, aviation, food) as well as in the ClubMed World, Paris and the World Cup 06, Germany.

FILM PRODUCTION | PRODUCTION DESIGN | ART DIRECTION

Concept development, set design, and visual implementation for film projects. Scheduling. Planning and Budget Control.

Filmography: https://www.crew-united.com/de/Coralie-Stier_348020.html

LEADERSHIP HIGHLIGHTS

- Coordinated multicultural teams
- Managed VIP guests and international groups
- Resolved complex guest complaints
- Supported operational decision-making
- Planned events and high-profile travel programmes
- Worked in luxury hospitality environments
- Fluent communication in five languages

TECHNICAL SKILLS

- Microsoft Office (Word, Excel, PowerPoint)
- Google Workspace
- Canva
- AI Tools (ChatGPT, Gemini, Claude)
- Social Media Management
- CRM Systems
- PMS Hotel Systems (Quick Learner)

EDUCATION

Int. Tourism Management
Angell • Academy for Tourism
Freiburg • Germany | 2000 • 2003

Abitur

Clara Schumann Gymnasium High School
Lahr • Germany | 1996 • 2000

Corcovado German School

Rio de Janeiro • Brazil

Film Production and Set Design

ISFF • Institute for Film & TV Professions
Berlin • Germany | 2012 • 2013

EVENTS



PERSPECTIVES



FILM

