

Demetrio Pellicano

Trapani, Sicily, Italy

Phone: +39 366 454 0959 • Email: pellicano.dtr@gmail.com

Professional Summary

Owner/Manager with 12+ years running a boutique bed & breakfast and over 20 years of hospitality experience. Strong background in guest relations, reservations (OTAs & PMS), property maintenance, accounting, and inventory management. Proven ability to improve guest satisfaction, manage daily operations, and resolve issues efficiently.

Professional Experience

Owner / Manager — Triskell Camere & Relax, Palermo, Italy

July 2013 – Present

- Oversee all aspects of daily B&B operations including guest reception, check-in/check-out, and customer service.
- Manage reservations and distribution across OTAs and property management systems (PMS).
- Handle accounting, invoicing, and financial record-keeping; manage supplier relationships and purchasing.
- Supervise maintenance activities (routine and extraordinary), coordinate contractors and improvements.
- Maintain guest satisfaction through timely problem resolution and personalized service.
- Operate on both Windows and Apple platforms; utilize Microsoft Word and Excel for reporting and documentation.

Owner / Manager — Golden Gate Cafè (Bar/Caffetteria)

July 2004 – June 2010

- Ran full-service café operations including staff scheduling, customer service, cash handling, and inventory control.
- Implemented procedures to streamline front-of-house service and improve efficiency.
- Managed supplier negotiations, cost controls, and daily financial reconciliation.

Server / Waitstaff — Hotel Ristorante Oasi da Paolo

June 2003 – September 2003

- Provided table service in a hotel-restaurant setting, ensuring high standards of guest care and teamwork.

Military Service — Esercito Italiano (Italian Army)

April 2002 – April 2003

- Completed mandatory military service; developed discipline, teamwork, and responsibility under structured conditions.

Bartender / Server — Ristorante Bar La Giara

June 2000 – September 2000; June 2001 – September 2001

- Performed bar and floor service during high-season periods, assisting with guest relations and daily operations.

Server — Ristorante Al Ritrovo

May 1999 – September 1999

- Worked as front-of-house staff during peak season; supported service flow and customer satisfaction.

Key Skills

- Guest reception & customer service (check-in / check-out)
- Property Management Systems (PMS) & OTAs distribution
- Microsoft Office (Word, Excel)
- Windows and macOS platforms
- Accounting basics and financial record keeping
- Inventory and stock control
- Routine and extraordinary property maintenance
- Problem solving and conflict resolution
- Vendor & supplier management

Languages

- Italian (Native)
- Basic English (undergoing improvement)

Education

- Middle School