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# SEAMAN NÁUTICA LTDA

www.seaman.com.br
Tel: + 55 (41) 3352-1001

## CERTIFICADO

*CERTIFICATE*

Certificamos que / Certify that **THAIS DORIGUELLO COZZA,** IDENTIDADE / *ID number* **Nº 7811609-9 SESP/PR,**

CPF Nº / Brazilian Social Security Number **101.712.049-80,** concluiu com aproveitamento o / has sucessfully concluded the **CURSO BÁSICO DE SEGURANÇA DE NAVIO,** / ***SHIP BASIC SAFETY COURSE***

de acordo com a **Regra V/2 da Convenção STCW, como emendada; Seção A-V/2, Seção A-VI/1 e Tabelas A-V/2 e A-VI/1-1 a 1-4 do Código STCW, como emendado** *(Regulation V/2 of the Convention STCW, as amended; Section A-V/2, Section A-VI/1 and Tables A-V/2 and A-VI/1-1 to 1-4 of the STCW Code, as amended)*.

conduzido pela **Seaman Náutica na cidade de Curitiba PR, de 24/ 03 / 2017 a 27 / 03 / 2017.**
carried out by Seaman Náutica at city of Curitiba PR, from dd/mm/yyyy to dd/mm/yyyy.

Válido até **26 / 03 / 2022**
Valid until dd/mm/yyyy

Thais Doriguello Cozza
**Assinatura do Portador do Certificado**
*Holder`s signature*

**Assinatura do Diretor**
*Signature of Director*
Pedro Diniz Silveira de Vasconcellos

Curitiba, 27 de Março de 2017.
Local/Data (Place and date dd/month/yyyy)



# Irish College of English

Award Winning School Established 1992

*This is to Certify that*

*Thais Doriguello Cozza*

*has attended an English Language Course for*

*405 hours*

*and has achieved oral and written proficiency at*

*B2 – Upper Intermediate*

Principal

Director of Studies

*April 2015*

The Irish College of English is recognised by ACELS, a service of Quality and Qualifications Ireland, for English Language Teaching (ELT)



# SEAMAN NÁUTICA LTDA

www.seaman.com.br
Tel: + 55 (41) 3352-1001

## CERTIFICADO

***CERTIFICATE***

Certificamos que / Certify that **THAIS DORIGUELLO COZZA,** IDENTIDADE / *ID number* Nº **7811609-9 SESP/PR,**

CPF Nº / *Brazilian Social Security Number* **101.712.049-80,** concluiu com aproveitamento o / *has sucessfully concluded the* **CURSO DE FAMILIARIZAÇÃO DE PROTEÇÃO DE NAVIO,** / ***SHIP SECURITY FAMILIARIZATION COURSE***

de acordo com a **Seção A-VI/6, parágrafo 1, e Seção B-VI/6, parágrafo 2, do Código STCW, como emendado; Item 5.4 e Tabela 5.5.6 da Resolução A.1079(28), de 04/12/2013, da Organização Marítima Internacional**
*Accordin to Section A-VI/6, paragraph 1, and Section B-VI/6, paragraph 2, of the STCW Code, as amended; Item 5.4 and Table 5.5.6 of the Resolution A.1079 (28), adopted on 04/12/2013, of the International Maritime Organization.*

conduzido pela **Seaman Náutica Ltda, na cidade de Curitiba PR na data de 23/ 03/ 2017.**
*carried out by Seaman Náutica Ltda, at city of Curitiba PR on the date dd/mm/yyyy.*

Válido até **XX/XX/XXXX**
*Valid Until dd/mm/yyyy*

Thais Doriguello Cozza
**Assinatura do Portador do Certificado**
*Holder`s signature*

Curitiba, em 23 de Março de 2017.

Local/Data (Place and date dd/month/yyyy)

Pedro Vasconcellos
**Assinatura do diretor**
*Signature of director*
Pedro Diniz Silveira de Vasconcellos

421-PNT-17-00172
THAIS DORIGUELLO COZZA
10171204980 ( BRA) A-210095
90929.85887.99278.59286.69198.98287.87984.19892

# Test of Interactive English

*This is to Certify that*

**Thaís Doriguello Cozza**

*achieved the following level*

*Oral:* **B1**

*Written:* **A2+**

*This award is supported by a logbook produced by the candidate in fulfilment of test requirements.*

*TIE Centre:* **DUB-009** *Candidate Number:* **15371**

*Date of Test:* 16 Apr 2015

Padraig Walsh

***Dr. Padraig Walsh***
*Chief Executive, QQI*

*The Test of Interactive English (TIE) is recognised by ACELS, a service of Quality and Qualifications Ireland (QQI), a statutory body of the Dept. of Education and Skills.*

ACELS




# LVMH

attests that

## Thaís Doriguello Cozza

has successfully completed the

## INSIDE LVMH CERTIFICATE

and learned about the LVMH ecosystem, the fundamentals
of the luxury industry and its key challenges, with a specialization in:

*Operations & Supply Chain, Retail & Customer Experience.*

**Issued on November 2024**

ID : e89010daad

ESPM

THE UNEXPECTED
IN CONSTANT
MOTION

We certify that

THAÍS DORIGUELLO COZZA

has completed the course and received her badge in:

Public Relations in the Luxury Sector – Vogue Partnership

with a total duration of 6 hours

The certificate was issued by ESPM and verified by Brasil Open Badges on 02/06/2025

SÃO PAULO, February 21, 2025

-----// signature //-----
Prof. Dr. Tatsuo Iwata Neto
Academic Vice President – ESPM

-----// signature //-----
Tatiana Ramos Pereira de Souza
Academic Secretary

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 28, 2025.**

ESPM

O INUSITADO EM CONSTANTE MOVIMENTO

Certificamos que

# THAÍS DORIGUELLO COZZA

concluiu o curso, recebendo seu Badge em:

## Relações públicas no luxo – Parceria Vogue

com carga horária de 6 horas

A certificação foi concedida pela ESPM e verificada pela Brasil Open Badges em 06/02/2025

SÃO PAULO,21 de fevereiro de 2025

Prof. Dr. Tatsuo Iwata Neto

Vice-Presidente Acadêmico ESPM

Tatiana Ramos Pereira de Souza

Secretária Acadêmica




# CERTIFICATE OF PARTICIPATION

Duration: 8 hours

The Gemba Group hereby awards **THAÍS DORIGUELLO COZZA** a certificate of participation in the professional training program **INTERMEDIATE EXCEL**, held on October 24, 2018, from 8:00 a.m. to 5:00 p.m.

-----// signature //-----

Vânia Batista
Executive Director

-----// signature //-----

Marcelo Rodrigues
Technical Director

Curitiba, October 24, 2018.

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 28, 2025.**

Gemba

# CERTIFICADO DE PARTICIPAÇÃO

Carga Horária: 8 horas

O Gemba Group confere à **THAÍS DORIGUELLO COZZA** o certificado de participação no treinamento para qualificação profissional **EXCEL INTERMEDIÁRIO**, realizado no dia 24/10/2018, das 08h às 17h.

Vânia Batista
Diretora Executiva

Marcelo Rodrigues
Diretor Técnico

Curitiba, 24 de outubro de 2018

FotoInnovation

OCTOBER 7 TO 9, 2013

# CERTIFICATE

We hereby certify that

Thaís Doriguello Cozza

Participated in the FotoInnovation Congress – on October 7, 8, and 9, 2013, with a total duration of 21 hours and 15 minutes, held at Espaço Torres in Curitiba, Paraná.

Curitiba, October 9, 2013.

-----// signature //-----
José Luiz Karam Salata
Studio Karam

-----// signature //-----
Tommy A. Santos
Bryde Eventos

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**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 28, 2025.**

# FotoInnovation

7 A 9 DE OUTUBRO DE 2013

# CERTIFICADO

Certificamos que,

Thaís Doriguello Cozza

Participou do Congresso FotoInnovation – nos dias 07, 08 e 09 de outubro de 2013, com carga horária de 21:15 horas, nas dependências do Espaço Torres em Curitiba- Pr.

Curitiba, 09 de outubro de 2013.

José Luiz Karam Salata
Studio Karam

Tommy A. Santos
Bryde Eventos

**PATROCÍNIO:**

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www.funfoto.com.br
41 3077-7525

BWT

Serra Verde Express

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INDIMAGEM

International
Halal Academy
الأكاديمية العالمية للحلال

# C E R T I F I C A T E

The **Halal Academy of Brazil** hereby awards this certificate to

## THAIS COZZA

for her participation in the **Training and Awareness Course in Halal Tourism**, held on August 2, 2023, with a duration of 2 hours and 30 minutes.

-----// signature //-----
Ali Hussein El Zoghbi
General Director

-----// signature //-----
Delduque Martins
Secretary General

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 28, 2025.**

International
Halal Academy
الأكاديمية العالمية للحلال

# CERTIFICADO

A **Academia Halal do Brasil** confere o presente certificado a

## THAIS COZZA

Por sua participação no **Curso de Capacitação e Conscientização em Turismo Halal**, realizado no dia 02 de agosto do ano de 2023, com carga horária de 02:30 horas/aula.

Ali Hussein El Zoghbi
Diretor Geral

Delduque Martins
Secretário Geral

conquer Business School

# leadership Training Program



Conquer Business School hereby certifies that

## Thaís cozza

has completed the Leadership Training Program, with a total duration of 10 hours.

Date of issue: 12/14/2023

-----// signature //-----

**Josef Rubin**

Co-founder of
Conquer Business School

Certificate

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 28, 2025.**

conquer Business School

# Formação em liderança



A Conquer Business School certifica

## Thaís cozza

pela conclusão dessa Formação em Liderança,
com carga horária de 10 horas.

Data de emissão: 14/12/2023

Josef Rubin

**Josef Rubin**
Cofundador da
Conquer Business School

Certificado




# CERTIFICATE OF PARTICIPATION

Duration: 8 hours

The Gemba Group hereby awards **THAÍS DORIGUELLO COZZA** a certificate of participation in the professional development course on **TIME MANAGEMENT**, held on August 21, 2018, from 8:00 a.m. to 5:00 p.m.

-----// signature //-----

Vânia Batista
Executive Director

-----// signature //-----

Marcelo Rodrigues
Technical Director

Curitiba, August 21, 2018.

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 28, 2025.**

Gemba

# CERTIFICADO DE PARTICIPAÇÃO

Carga Horária: 08 horas

O Gemba Group confere a **THAÍS DORIGUELLO COZZA** o certificado de participação no curso para qualificação profissional de **ADMINITRAÇÃO DO TEMPO,** realizado nos dias 21/08/2018 das 08h às 17h.

Vânia Batista
Diretora Executiva

Marcelo Rodrigues
Diretor Técnico

Curitiba, 21 de agosto de 2018.

The Institute for Educational Development of Getúlio Vargas Foundation hereby awards

# THAÍS DORIGUELLO COZZA

the Certificate of Completion for the course

## Leadership and Team Management

at the refresher level, offered through the FGV Executive Education Program.

Date of Issue: 10/11/2023 Duration: 30 hours

Authentication Code: 574520564

-----// signature //-----

Mary Kimiko Guimarães Murashima

Executive Director – DGA

Institute for Educational Development – IDE

QR Code for Authentication

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 28, 2025.**

O Instituto de Desenvolvimento Educacional da Fundação Getulio Vargas confere a

# THAÍS DORIGUELLO COZZA

O Certificado do Curso

## Liderança e Gestão de Equipes

Nível atualização oferecido pelo Programa FGV Educação Executiva.

Data de Emissão: 11/10/2023 Carga horária: 30 horas-aula

Código de Autenticidade: 574520564

Mary Kimiko Guimarães Murashima
Diretora Executiva - DGA
Instituto de Desenvolvimento Educacional - IDE

QR Code de Autenticidade

FOX TEAM
TRAINING & SOLUTIONS

*Certificate ID: 3CRN90-CE000027*

BRIGADA DE INCÊNDIO

*Stamp:*
*Fire Brigade*

*This CERTIFICATE certifies that:*

# *Thaís Doriguello Cozza*

*ID: 78116099*

*Successfully participated in the training program:* ***Fire Brigade NR-23****, in accordance with STATE DECREE 56.819/11 and Instructions 17 and 31 of the São Paulo State Fire Department.*
*Held on August 1, 2023, with a total duration of 4 hours.*
*Valid for 12 months.*

*São Paulo, August 1, 2023*




*Authentication*

PRO BOARD CERTIFIED

*-----// signature //-----*
***Fernando dos Santos Silva***
*Black Belt 3rd DAN*
*Military Police Corporal – RE 107970 - A*
*São Paulo Fire Department*
*Fire Instructor NFPA 1041 ProBoard*

*Valid for 1 year*

*FOX TEAM TRAINING & SOLUTIONS CNPJ: 45.188.419/0001-57*

*Certificate ID: 3CRN90-CE000027*

FOX TEAM TRAINING & SOLUTIONS LTDA - CNPJ: 45.188.419/0001-57

## Training: Fire Brigade, Regulatory Standard No. 23 (NR-23)

### Summary of developed content:

**THEORETICAL COMPONENT**

- Fire Theory;
- Fire Propagation;
- Classes of Fire;
- Fire Prevention;
- Extinguishing Methods;
- Extinguishing Agents;
- Firefighting Equipment;
- Detection, Alarm, and Communication Equipment
- Area Evacuation;
- Victim Assessment;
- Airway Management;
- CPR (Shock Resuscitation);
- Hemorrhages;
- Fractures;
- Wounds;
- Burns;
- Clinical Emergencies;
- Victim Transport;

**PRACTICAL COMPONENT**

- Firefighting;
- Area Evacuation;
- First Aid;

**PREVENTIVE ACTIONS**

- Risk assessment;
- General inspection of firefighting equipment;
- General inspection of escape routes;
- Preparation of a report on identified irregularities;
- Guidance for permanent and transient populations;
- Simulated drills;

**EMERGENCY ACTIONS**

- Situation identification;
- Alarm/Area evacuation;
- Power shutdown;
- Activation of the Fire Department and/or external assistance;
- Extinguishing incipient fires;

*São Paulo, August 1, 2023.*

*Valid for 1 year*

*FOX TEAM TRAINING & SOLUTIONS CNPJ: 45.188.419/0001-57*

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 28, 2025.**

*Certificado ID: 3CRN90-CE000027*

FOX TEAM
TRAINING & SOLUTIONS

BRIGADA DE INCÊNDIO

*Esse CERTIFICADO declara que:*

# *Thaís Doriguello Cozza*

*RG: 78116099*

*Participou com bom aproveitamento do Treinamento:* ***Brigada de Incêndio NR-23,*** *de acordo com o DECRETO ESTADUAL 56.819/11 e com as Its -17 e 31 do Corpo de Bombeiros do Estado de São Paulo.*
*Realizado no período de 1 August, 2023, com duração de 4 horas.*
*Validade de 12 meses.*

*São Paulo, 1 August, 2023.*




*Autenticidade*

PRO BOARD CERTIFIED

***Fernando dos Santos Silva***
*Black Belt 3º DAN*
*Cabo PM – RE 107970 - A*
*Corpo de Bombeiros*
*Fire Instructor NFPA 1041 ProBoard*

*Válido por 1 ano*

*FOX TEAM TRAINING & SOLUTIONS CNPJ: 45.188.419/0001-57*

*Certificado ID: 3CRN90-CE000027*

FOX TEAM TRAINING & SOLUTIONS LTDA - CNPJ: 45.188.419/0001-57

**Treinamento: Brigada de Incêndio, Norma Regulamentadora nº 23 (NR-23)**

**Síntese do conteúdo desenvolvido:**

## PARTE TEÓRICA

- Teoria do Fogo;
- Propagação do Fogo;
- Classes de Incêndio;
- Prevenção de Incêndio;
- Métodos de Extinção;
- Agentes extintores;
- Equipamentos de Combate a Incêndio;
- Equipamentos de detecção, alarme e comunicações;
- Abandono de Área;
- Análise de Vítimas;
- Vias aéreas;
- RCP (reanimação estado de choque);
- Hemorragias;
- Fraturas;
- Ferimentos;
- Queimaduras;
- Emergências Clínicas
- Transporte de Vítimas;

## PARTE PRÁTICA

- Combate a Incêndios;
- Abandono de Área;
- Primeiros Socorros;

**AÇÕES DE PREVENÇÃO**

- Avaliação dos riscos existentes;
- Inspeção geral dos equipamentos de combate incêndio;
- Inspeção geral das rotas de fuga;
- Elaboração de relatório das irregularidades encontradas;
- Orientação a população fixa e flutuante;
- Exercícios simulados

**AÇÕES DE EMERGÊNCIA**

- Identificação da situação;
- Alarme/Abandono de área;
- Corte de energia;
- Acionamento do Corpo de Bombeiros/ou ajuda externa;
- Combate ao princípio de Incêndio;

*São Paulo, 1 August, 2023.*

*Válido por 1 ano*

*FOX TEAM TRAINING & SOLUTIONS CNPJ: 45.188.419/0001-57*

# CERTIFICATE

EUROPEAN CENTER

# PHOTOGRAPHY

WE CERTIFY THAT THAIS DORIGUELLO COZZA
HAS COMPLETED THE PHOTOGRAPHY COURSE
WITH A TOTAL DURATION OF 320 HOURS, FROM MARCH 2013 TO DECEMBER 2013.

CURITIBA, FEBRUARY 13, 2014

-----// signature //-----
JOSÉ ELDIR OST
GENERAL DIRECTOR



EUROPEAN
CENTER
Professions and Languages

-----// signature //-----
TÂNIA BUCHMANN
SUPERVISOR

-----// signature //-----
CHARLY TECHIO
SUPERVISOR

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 28, 2025.**

# CERTIFICADO

CENTRO EUROPEU

# FOTOGRAFIA

CERTIFICAMOS QUE THAIS DORIGUELLO COZZA
CONCLUIU O CURSO DE FOTOGRAFIA
COM DURAÇÃO DE 320 HORAS/AULA, NO PERÍODO DE MARÇO DE 2013 A DEZEMBRO DE 2013.

CURITIBA, 13 DE FEVEREIRO DE 2014

JOSÉ ELDER OST
DIRETOR GERAL

CENTRO EUROPEU
Profissões & Idiomas

TÂNIA BUCHMANN
SUPERVISORA

CHARLY TECHIO
SUPERVISORA

# Course

# Introduction to Customer Experience 2.0

We certify that

## Thaís Doriguello Cozza

has completed the course **Introduction to Customer Experience 2.0** conducted by **CS Academy**, held in an online format, totaling **3** hours of instruction.

-----// signature //-----

**Diego Azevedo**

CEO and Founder – CS Academy

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 28, 2025.**

18:13

csacademybucket.s3.amazonaws.com



cs academy

# Curso

## Introdução ao Customer Experience 2.0

**Certificamos que:**

## Thaís Doriguello Cozza

Concluiu o curso **Introdução ao Customer Experience 2.0** conduzido pela **CS Academy**, realizado no formato online, totalizando **3** hora(s) de aula.

**Diego Azevedo**
CEO e Founder CS Academy

06c48c6e-e3fe-11ec-8fea-0242ac120004 02/12/2024



# CERTIFICATE

León Consultoria de Treinamentos

hereby awards this certificate to

*Thais Doriguello Cozza*

for having completed the training

*Delighting the Customer*

| 4 hours | São Paulo | 06/19/23 |
|---|---|---|
| Duration | (City) | (Date) |

-----// signature //-----

**Alida Saona**
Managing Partner

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 28, 2025.**

# CERTIFICADO

A León Consultoria de Treinamentos

confere o presente certificado, em nome de

Thais Doriguello Rozza

Por ter realizado o treinamento

Encantando o cliente

4hr
Carga horária

SPaulo
(Cidade)

19/06/23
(Data)

Alida Saona
Sócia-Diretora

From: Hotelier News Editoria e Eventos Ltda sympla@sympla.com.br
Subject: Your tickets for the event: Hotel Trends Conference 2026 - Order 3A46FBBKMA6
Date: July 29, 2026, 3:56:07 p.m.
To: THATHACOZZA@yahoo.com.br

Sympla

Order confirmed

Order number: **3A46FBBKMA6**

# Thaís, your tickets are available!

Download or open the Sympla app, log in with this email, and **access your QR code under the "Tickets" tab**

Access my ticket




## Hotel Trends Conference 2026

**Date**
Starts: September 02, 2026, 8 a.m.
Ends: September 03, 2026, 4 p.m.

**Location**
Alameda Santos, 2233, São Paulo, SP

Add to calendar View map

### How do I access my ticket?

- To view it, **sign up** or **log in to your account** using this email on the Sympla app or website
- **Reminder: We do not automatically create an account.**
- **It will not be possible to access the event using the image above.**

## Order summary

**Who bought it?**
thathacozza@yahoo.com.br

**What are the tickets?**
Online

**When did I buy it?**
07/29/2026 3:55 p.m.

**How did I pay?**
Credit card

**Total R$ 897.60**

### Need help?

Access our Help Center

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Blog

Privacy Policy

## Hotel Trends Conference 2026

September 02, 2026, 8 a.m. / September 03, 2026, 4 p.m.

Alameda Santos, 2233
Alameda Santos, 2233, Jardim Paulista - São Paulo, SP

Ticket

**Online**
**R$ 880.00**

Purchased on July 29, 2026 - 3:55 p.m.

**USAPFP2P72**

Attendee

**Thais Doriguello Cozza**

Download the Sympla app and keep your tickets with you at all times, even without an internet connection

Download on the App Store

GET IT ON Google Play

Message from the event organization






The Hotel Trends Conference will be held on September 2 and 3, 2026, starting at 8 a.m., at the Renaissance São Paulo, in the capital of São Paulo.

It will be a pleasure to welcome you for a morning of strategic content, qualified networking, and exchange among the main players in shared tourism.

We look forward to seeing you there!

Sympla www.sympla.com.br

Connecting you to unique experiences!

# HOTEL TRENDS CONFERENCE

SCHEDULE
September 2 and 3
Renaissance São Paulo

## DAY 1

### Noctua and Hotelier News Plenary

**8:00 a.m.** | Coffee Break

**9:00 a.m.** | **Opening and Welcome**
Peter Kutuchian, founder and CEO of Hotelier News
Pedro Cypriano, founder and CEO of Noctua Advisory
Vinicius Medeiros, editor-in-chief and partner of Hotelier News

**9:15 a.m.** | **Invest or wait? The political-economic scenario that will shape business**
Guilherme Dietze, president of the Tourism Council of Fecomercio SP
**Moderator**: Pedro Cypriano

**10:00 a.m.** | **Does tourism take off or land? Aviation outlook and its impact on corporate and leisure hospitality**
Jerome Cardier, CEO of LATAM
Mateus Pongeluppi, CCO of GOL Linhas Aéreas
Vagner Ricardo, Head of Global Aviation Market & Airline Business - Commercial Aviation at Embraer
**Moderator**: Fábio Godinho, entrepreneur and independent corporate board member

**10:45 a.m.** | **Beyond the pavilions: the trends that will shape the events sector in 2027**
Face-to-face with Mayra Nardi, Portfolio director at RX Brasil
**Moderator**: Vinicius Medeiros

**11:15 a.m.** | **Will 2027 be a year of growth or squeezed margins? What the Noctua and Hotelier News survey reveals to hotels and resorts?**
Pedro Cypriano, founder and CEO of Noctua Advisory
**Moderator**: Paulo Mélega, VP of Atrio Hotel Management

**12:15 p.m.** | Lunch and networking

### Leisure and Luxury

**1:45 p.m.** | **The all-inclusive revolution: global insights into experiences that will transform consumption and resort profitability in Brazil**
Antonio Fungairino, Regional Vice President of Development, Caribbean and South America at Hyatt Hotels.
Danubia Silva, Comptroller director at Amarante
Flávio Monteiro, Sales and Marketing director at Transamerica Resort Comandatuba
**Moderator**: Pedro Cypriano

**2:30 p.m.** | **High-end segment on the rise: will the growth in supply sustain the segment's performance?**
Vanessa Martins, Country Manager at Marriott International
Gabriella Spindola, General Manager at Grand Hyatt São Paulo
Armando Ramirez, Director of Business Development at Wyndham Hotels & Resorts
Pablo Maturana, VP of Development for Latin America & The Caribbean at Hilton
**Moderator**: Renata Cassani, Partner at Noctua Advisory

**3:25 p.m.** | **Are resorts leaving money on the table? New revenues and operational efficiency to boost results**
Alessandro Cunha, CEO at Aviva
Fred Godim, CFO at Grupo Taul de Hotéis
**Moderator**: Renata Cassani, Partner at Noctua Advisory

### Corporate

**1:45 p.m.** | **From experience to profit: how changes in consumption will affect the F&B sector in your hotel?**
Netto Moreira, General Manager at Fairmont Copacabana
Gil Maia Santos, Hotel Manager at Rosewood
Paulo Mélega, VP at Atrio Hotel Management
**Moderator**: Flávia Lorenzetti, CEO at B&B Hotels Brasil

**2:30 p.m.** | **The end of the anonymous guest. How analytics and CRM are transforming data into revenue, loyalty, and competitive advantage?**
Conrado Mansur, COO at v3rso by Emiliano
Ana Carolina Fusquine, Vice President at Letsbook
Fernando Ranieri, Strategic Business Manager at Google
**Moderator**: Eduardo Martin, Partner at Noctua Advisory

**3:25 p.m.** | **2027 has arrived: 5x2 work week, tax reform, distribution costs, and the practical challenges of management**
Flávia Buiati, Vice President of Finance and Legal at Atlantica Hospitality International
André Sena, Chief Commercial & Marketing Officer at Accor Americas
Cesar Nunes, VP at Hotelaria Brasil
Ana Paula Faure, CEO at Hplus
**Moderator**: Vanera Bogéa, Head of Operations at Noctua Advisory

**4:10 p.m.** | Coffee Break

### Noctua and Hotelier News Plenary

**4:50 p.m.** | **Hotel owners of the Future: how artificial intelligence is redefining revenue, costs, and competitiveness?**
Felippe C. Campanha, Business Development Manager Latin America at Lighthouse
Ricardo Souza, CCO at Omnibees
Daniel Araújo, executive product manager for Hospitality at TOTVS
Henrique Marques, Head of Enterprise Sales LATAM at Meta
**Moderator**: Gabriel Fumagalli, Marketing director at Atrio Hotel Management

**5:45 p.m.** | **Where is the hidden value of hotel assets and who performs best? The vision of asset managers and professional investors**
Gustavo Moura, Senior Vice President of Asset Management at BHG (Brazil Hospitality Group)
Caio Adelfo, Executive Director of Real Estate at BTG Pactual Asset Management
Abel Castro, COO at Accor
**Moderator**: Pedro Cypriano

**7:00 p.m. - 9:00 p.m.** | Renaissance Cocktail and networking | Sold separately

## DAY 2

### Noctua and Hotelier News Plenary

**9:00 a.m.** | **The race for capital: how to secure funding for renovations and new projects in a more selective market?**
Vandir Farias Júnior, New Business director at Banco do Nordeste
João Paulo Maria, General Manager of New Business at Melnick
Frederico Soares, managing director at REC Gestão de Recursos
**Moderator**: Vinicius Medeiros

**10:00 a.m.** | **Where are the big new opportunities in hospitality? Markets, products, and contract models that will define the next decade**
Paulo Mancio, VP of Business Development Brazil at Marriott
Ricardo Manarini, Country Manager at Best Western Hotels & Resorts
Maria Carolina Pinheiro, Vice President of Business Development for Latin America at Wyndham Hotels & Resorts
**Moderator**: Pedro Cypriano

**11:10 a.m.** | **How much is the name on the facade worth? When do branded residences multiply value or erode returns?**
Leonardo Lido, Senior Director of Development Brazil at Hilton Worldwide
Cristiano Gonçalves, Vice President of Development, South America & the Caribbean
Marcelo Bonarrata, Sales director at Helbor Empreendimentos S/A
**Moderator**: Pedro Freire, Development director Southern Cone at IHG Hotels & Resorts

**12:00 p.m.** | Lunch and networking

**1:30 p.m.** | **Right contracts create value, wrong ones destroy profitability: what is the future of hotel contracts**
Marcia Rezeke, Partner at Márcia Rezeke Advogados
Paulo Mendonça, Partner at Manney Mendonça Advogados
Ana Beatriz Barbosa, Associate at Duarte Garcia, Serra Netto e Terra Advogados
**Moderator**: Cintia Santos, Legal director at Hotelaria Alba

**2:10 p.m.** | **Retrofit and strategic CapEx: how much and what to invest in to add value to your hotel?**
Abel Ferra Junior, Operational and HR director at Rede Estanplaza de Hotéis
Giuliano Polito, CEO at Brazilian Host
Edman Aquino Jr., Strategy and Innovation manager at Aena

**3:00 p.m.** | **What are CEOs seeing that the market hasn't seen yet? The bets for 2027 and the next decade**
Eduardo Giestas, CEO at Atlantica Hospitality International
Beto Caputo, CEO at Atrio Hotel Management
Lineu Ribeiro, CEO at Grupo Taul de Hotéis
Victor Zafer Domnez, Managing Director Latin America at Meliá Hotels
**Moderator**: Pedro Cypriano and Vinicius Medeiros

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Date: September 29, 2026.

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Data: 29 de jul. de 2026, 15:56:07
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**Data**
Começa: Setembro 02, 2026, 08h
Termina: Setembro 03, 2026, 16h

**Local**
Alameda Santos, 2233, São Paulo, SP

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Participante

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Mensagem da organização do evento






O Hotel Trends Conference será realizado nos dias 2 e 3 de setembro de 2026, a partir das 8h, no Renaissance São Paulo, na capital paulista.

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2 e 3 de setembro
Renaissance São Paulo

## DIA 1

### Plenária Noctua e Hotelier News

**8h00** | Coffee-Break

**9h00** | Abertura e boas-vindas
Peter Kutuchian, fundador e CEO do Hotelier News
Pedro Cypriano, fundador e CEO da Noctua Advisory
Vinicius Medeiros, editor-chefe e sócio do Hotelier News

**9h15** | Investir ou esperar? O cenário político-econômico que moldará os negócios
Guilherme Dietze, presidente do Conselho de Turismo da FecomercioSP
**Moderação:** Pedro Cypriano

**10h00** | O turismo decola ou pousa? As perspectivas da aviação e seus reflexos sobre a hotelaria corporativa e de lazer
Jerome Cardier, CEO da Latam
Mateus Pongeluppi, CCO da GOL Linhas Aéreas
Vagner Ricardo, Head of Global Aviation Market & Airline Business - Commercial Aviation da Embraer
**Mediação:** Fábio Godinho, empreendedor e conselheiro independente de empresas

**10h45** | Além dos pavilhões: as tendências que moldarão o setor de eventos em 2027
Cara a cara com a Mayra Nardi, diretora de Portfólio da RX Brasil
**Moderação:** Vinicius Medeiros

**11h15** | 2027 será um ano de crescimento ou de margem comprimida? O que a pesquisa da Noctua e do Hotelier News revelam a hotéis e resorts?
Pedro Cypriano, fundador e CEO da Noctua Advisory
**Moderação:** Paulo Mélega, VP da Atrio Hotel Management

**12h15** | Almoço e networking

### Lazer e Luxo

**13h45** | A revolução all-inclusive: insights globais de experiências que transformarão o consumo e a rentabilidade dos resorts no Brasil
Antonio Fungairino, Regional Vice President of Development Caribbean and South America da Hyatt Hotels.
Danubia Silva, diretora de Controladoria da Amarante
Flávio Monteiro, Diretor de Vendas e Marketing no Transamerica Resort Comandatuba
**Moderação:** Pedro Cypriano

**14h30** | Alto padrão em expansão: o crescimento da oferta sustentará a performance do segmento?
Vanessa Martins, Country Manager da Marriott International
Gabrielle Spindola, diretora geral do Grand Hyatt São Paulo
Armando Ramirez, Director Business Development Wyndham Hotels & Resort
Pablo Maturana, VP Development Latin America & The Caribbean at Hilton
**Moderação:** Renata Cassani, Sócia da Noctua Advisory

**15h25** | Os resorts estão deixando dinheiro na mesa? Novas receitas e eficiência operacional para impulsionar resultados
Alessandro Cunha, CEO da Aviva
Fred Godim, CFO do Grupo Tauá de Hotéis
**Moderação:** Renata Cassani, Sócia da Noctua Advisory

### Corporativo

**13h45** | Da experiência ao lucro: como as mudanças de consumo afetarão o setor de A&B no seu hotel?
Netto Moreira, diretor geral do Fairmont Copacabana
Gil Maia Santos, Hotel Manager do Rosewood
Paulo Mélega, VP da Atrio Hotel Management
**Moderação:** Flávia Lorenzetti, CEO da B&B Hotels Brasil

**14h30** | O fim do hóspede anônimo. Como analytics e CRM estão transformando dados em receita, fidelização e vantagem competitiva?
Conrado Mansur, COO no v3rso by Emiliano
Ana Carolina Fusquine, vice-presidente da Letsbook
Fernando Ranieri, Strategic Business Manager do Google
**Mediação:** Eduardo Martin, sócio da Noctua Advisory

**15h25** | 2027 chegou: escala 5x2, reforma tributária, custos de distribuição e os desafios práticos da gestão
Flávia Buiati, vice-presidente de Finanças e Jurídico da Atlantica Hospitality International
André Sena, Chief Commercial & Marketing Officer da Accor Americas
Cesar Nunes, VP da Hotelaria Brasil
Ana Paula Faure, CEO da Hplus
**Moderação:** Verena Bogéa, Head de Operações da Noctua Advisory

**16h10** | Coffee break

### Plenária Noctua e Hotelier News

**16h50** | Hoteleiros do Futuro: como a inteligência artificial está redefinindo receitas, custos e competitividade?
Felippe C. Campanha, Business Development Manager Latin America da Lighthouse
Ricardo Souza, CCO da Omnibees
Daniel Araujo, gerente-executivo de produtos para Hotelaria da TOTVS
Henrique Marques, Head of Enterprise Sales LATAM, na Meta
**Moderação:** Gabriel Fumagalli, diretor de Marketing da Atrio Hotel Management

**17h45** | Onde está o valor escondido dos ativos hoteleiros e quem melhor performa? A visão dos asset managers e dos investidores profissionais
Gustavo Moura, Senior Vice President de Asset Management do BHG (Brazil Hospitality Group)
Caio Adelfo, Executive Director de Real Estate do BTG Pactual Asset Management
Abel Castro, CDO da Accor
**Moderação:** Pedro Cypriano

**19h00 – 21h00** | Coquetel Renaissance e networking — Comercializado à parte

## DIA 2

### Plenária Noctua e Hotelier News

**9h00** | A disputa pelo capital: como viabilizar funding para reformas e novos projetos em um mercado mais seletivo?
Vandir Farias Júnior, diretor de Novos Negócios do Banco do Nordeste
João Paulo Maria, gerente geral de Novos Negócios da Melnick
Frederico Soares, managing director da REC Gestão de Recursos
**Moderação:** Vinicius Medeiros

**10h** | Onde estão as grandes novas oportunidades da hotelaria? Mercados, produtos e modelos de contrato que definirão a próxima década
Paulo Mancio, VP de Desenvolvimento de Negócios Brasil da Marriott
Ricardo Manarini, Country Manager da Best Western Hotels & Resorts
Maria Carolina Pinheiro, Vice-Presidente de Desenvolvimento de Negócios para América Latina da Wyndham Hotels & Resorts
**Moderação:** Pedro Cypriano

**11h10** | O nome na fachada vale quanto? Quando as branded-residences multiplicam valor ou corroem retorno?
Leonardo Lido, Senior Director of Development Brazil da Hilton Worldwide
Cristiano Gonçalves, Vice President of Development, South America & the Caribbean
Marcelo Bonarata, Diretor de vendas, Helbor Empreendimentos S/A
**Moderação:** Pedro Freire, diretor de Desenvolvimento Cone Sul do IHG Hotels & Resorts

**12h** | Almoço e networking

**13h30** | Contratos certos criam valor, errados destroem rentabilidade: qual o futuro dos contratos hoteleiros
Marcia Rezeke, Sócia, Márcia Rezeke Advogados
Paulo Mendonça, Sócio Marrey Mendonça Advogados
Ana Beatriz Barbosa, Associada Duarte Garcia, Serra Netto e Terra Advogados
**Moderação:** Cíntia Santos, Diretora Jurídica, Hotelaria Alba

**14h10** | Retrofit e CapEx estratégico: quanto e no que investir para valorizar o seu hotel?
Abel Feris Junior, Diretor Operacional e RH da Rede Estanplaza de Hotéis
Giuliano Polito, CEO da Brazilian Host
Edman Aquino Jr., Gerente de Estratégia e Inovação da Aviva

**15h00** | O que os CEOs estão vendo que o mercado ainda não viu? As apostas para 2027 e para a próxima década
Eduardo Giestas, CEO da Atlantica Hospitality International
Beto Caputo, CEO da Atrio Hotel Management
Lizete Ribeiro, CEO do Grupo Tauá de Hotéis
Victor Zafer Donmez, Managing Director Latin America da Meliá Hotels
**Moderação:** Pedro Cypriano e Vinicius Medeiros

## September 15 to 18, 2026

Terça a Quinta: 13h - 20h | Sexta: 13h - 18h

*September 15 to 18, 2026 | Tuesday to Thursday: 1p.m.- 8p.m. | Friday: 1p.m. to 6p.m.*

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Consultant
Cozza gestão

São Paulo, BRA

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Date: September 29, 2026.

## 15 a 18 de Setembro de 2026

Terça a Quinta: 13h - 20h | Sexta: 13h - 18h

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Consultora
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I hereby certify that **THAIS DORIGUELLO COZZA** participated in the Luxury Conference event, with a workload of 8 hours, held on September 1st, 2026, by E-Commerce Brasil.

Bruno Pati
CEO E-Commerce Brasil

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Date: September 29, 2026.

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Certifico que **THAIS DORIGUELLO COZZA** participou do evento Conferência Luxo, com carga horária de 8 horas, realizado dia 1º de setembro de 2026, pelo E-Commerce Brasil.

**Bruno Pati**
CEO E-Commerce Brasil

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# The Complete Hospitality MasterClass Training

Instructors **Hospitality Digital Academy**

## Thaís Doriguello Cozza

Date: **August 27, 2026**
Workload: **10.5 hours in total**

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## Thaís Doriguello Cozza

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## THAÍS DORIGUELLO COZZA

holder of CPF 101.712.049-80, has completed the Outreach Course in "Principles of Hospitality Management", from 07/11/2026, to 09/09/2026, with a workload of 180 hours.

Ribeirão Preto, September 9, 2026

Fernanda de Cassia Neves Esteca
Academic Secretary

Antonio Marcos Neves Esteca
General Director

## Outreach Course in "Principles of Hospitality Management"

| Course Content |
|---|
| - The evolution of hospitality over the years - **12 hours - Grade: 80 - Attendance: 100%** |
| - Hotel classification: definition, history, and characteristics - **12 hours - Grade: 80 - Attendance: 100%** |
| - Hotel: organizational structure, positions, and responsibilities - **12 hours - Grade: 80 - Attendance: 100%** |
| - General conditions of accommodation establishments - **12 hours - Grade: 80 - Attendance: 100%** |
| - Tourism market segmentation - **11 hours - Grade: 80 - Attendance: 100%** |
| - Administrative structure of accommodation establishments - **11 hours - Grade: 80 - Attendance: 100%** |
| - Food and beverage management in accommodation establishments - **11 hours - Grade: 80 - Attendance: 100%** |
| - Events offer and leisure environments in accommodation establishments - **11 hours - Grade: 80 - Attendance: 100%** |
| - Performance and satisfaction indicators in the hospitality industry - **11 hours - Grade: 80 - Attendance: 100%** |
| - Financial management applied to accommodation establishments - **11 hours - Grade: 80 - Attendance: 100%** |
| - Financial management for the events and leisure department in hotel chains - **11 hours - Grade: 80 - Attendance: 100%** |
| - Tourism marketing: market and demand - **11 hours - Grade: 80 - Attendance: 100%** |
| - Marketing techniques applied to tourism and hospitality - **11 hours - Grade: 80 - Attendance: 100%** |
| - Marketing plan for accommodation establishments - **11 hours - Grade: 80 - Attendance: 100%** |
| - Innovation in hospitality and tourism - **11 hours - Grade: 80 - Attendance: 100%** |
| - Business Plan in Hotel Ventures - **11 hours - Grade: 80 - Attendance: 100%** |
| **Total workload = 180 hours** |

**Certificate Authenticity:**

**10ca45c2ead69953d2439f7023119393**

To verify the authenticity of this certificate, visit: estudesemfronteiras.com. Or use the QR Code on the side.

Metropolitan College of the State of São Paulo (FAMEESP), accredited by MEC Ordinance No. 842 of September 30, 2014, registered under CNPJ No. 13.411.192/0001-70. Certificate registered under No. 483018, in book 1, page 9478, under the terms of Law No. 9.394 and National Council of Education/Chamber of Higher Education (CNE/CES) Opinion No. 263/2006.

Ribeirão Preto, September 9, 2026

I, Carolina Favero da Silva, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



Date: September 29, 2026.

FACULDADE METROPOLITANA

Faculdade Metropolitana do Estado de São Paulo (FAMEESP),
credenciada pela Portaria do MEC nº 842 de 30 de setembro de 2014.

# CERTIFICADO

O ESTUDE SEM FRONTEIRAS, em parceria com a Faculdade Metropolitana do Estado de São Paulo (FAMEESP), inscrita no CNPJ sob o n. 13.411.192/0001-70, certifica para os devidos fins que

## THAÍS DORIGUELLO COZZA

portador(a) do CPF 101.712.049-80, realizou o Curso de Extensão em "Princípios de Gestão em Hotelaria", no período de 11/07/2026 a 09/09/2026, com duração de 180 horas.

Ribeirão Preto, 09 de Setembro de 2026

Fernanda de Cassia Neves Esteca
Secretária Acadêmica

Antonio Marcos Neves Esteca
Diretor Geral

## Curso de Extensão em "Princípios de Gestão em Hotelaria"

| Conteúdo Ministrado |
|---|
| - A evolução da hospitalidade ao longo dos anos - **12 horas - Nota 80 - Freq. 100%** |
| - Classificação hoteleira: definição, histórico e características - **12 horas - Nota 80 - Freq. 100%** |
| - Hotel: estrutura organizacional, cargos e funções - **12 horas - Nota 80 - Freq. 100%** |
| - Condições gerais dos meios de hospedagem - **12 horas - Nota 80 - Freq. 100%** |
| - Segmentação do mercado turístico - **11 horas - Nota 80 - Freq. 100%** |
| - Estrutura administrativa dos meios de hospedagem - **11 horas - Nota 80 - Freq. 100%** |
| - Gestão de alimentos e bebidas nos meios de hospedagem - **11 horas - Nota 80 - Freq. 100%** |
| - Oferta de eventos e ambientes de lazer nos meios de hospedagem - **11 horas - Nota 80 - Freq. 100%** |
| - Indicadores de desempenho e satisfação na hotelaria - **11 horas - Nota 80 - Freq. 100%** |
| - Gestão financeira aplicada aos meios de hospedagem - **11 horas - Nota 80 - Freq. 100%** |
| - Gestão financeira departamento de eventos e lazer em redes hoteleiras - **11 horas - Nota 80 - Freq. 100%** |
| - Marketing turístico: mercado e demanda - **11 horas - Nota 80 - Freq. 100%** |
| - Técnicas de marketing aplicada ao turismo e hotelaria - **11 horas - Nota 80 - Freq. 100%** |
| - Plano de marketing para meios de hospedagem - **11 horas - Nota 80 - Freq. 100%** |
| - Inovação em hotelaria e turismo - **11 horas - Nota 80 - Freq. 100%** |
| - Plano de Negócio em Empreendimentos Hoteleiros - **11 horas - Nota 80 - Freq. 100%** |
| **Carga horária total = 180 horas** |

**Autenticidade do Certificado:**

**10ca45c2ead69953d2439f7023119393**

Para verificar a autenticidade desse certificado acesse: estudesemfronteiras.com. Ou utilize o QRCode ao lado.

Faculdade Metropolitana do Estado de São Paulo (FAMEESP) credenciada pela Portaria do MEC nº842, de 30 de setembro de 2014, inscrita no CNPJ sob o n.13.411.192/0001-70. Certificado registrado sob nº 483018, no livro 1, página 9478, nos termos da Lei n° 9.394 e do Parecer CNE/CES n° 263/2006.

Ribeirão Preto, 09 de Setembro de 2026

EDHEC BUSINESS SCHOOL

S·H·M·S Swiss Hotel Management School

COURSE CERTIFICATE

Aug 19, 2026

# Thaís Doriguello Cozza

successfully completed the Integrated online course Program

## Mastering Luxury Hospitality: Fundamentals to Leadership

an online non-credit course authorized by the EDHEC Business School and delivered through Coursera

EDUCATION FOR EVERYONE · coursera · COURSE CERTIFICATE

Marie-Cécile CERVELLON, PhD
Professor of Marketing
EDHEC Business School

Claire Jollain
Dean
HIM Business School

**Verify at:**
https://coursera.org/verify/OA2C4NPIXTHR
Coursera has verified this person's identity and their participation in the course.

This certificate attests to the completion by the student of an online course/project offered by Coursera. It does not constitute formal enrollment in any university or institution, and does not grant academic credit, grades, or a degree. Institutions or organizations may, at their discretion, recognize this learning in their own programs or credentials

I, Carolina Favero da Silva, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



Date: September 29, 2026.

EDHEC BUSINESS SCHOOL

S·H·M·S Swiss Hotel Management School

COURSE CERTIFICATE

Aug 19, 2026

# Thaís Doriguello Cozza

concluiu com sucesso o Programa de cursos integrados

## Mastering Luxury Hospitality: Fundamentals to Leadership

um curso on-line autorizado pela EDHEC Business School e ministrado através da Coursera




Marie-Cécile CERVELLON, PhD
Professor of Marketing
EDHEC Business School

Claire Jollain
Dean
HIM Business School

Verify at:
https://coursera.org/verify/OA2C4NPIXTHR

A Coursera confirmou a identidade desta pessoa e sua participação no curso.

Este certificado atesta a conclusão pelo aluno de um curso/projeto on-line oferecido pela Coursera. Ele não constitui uma matrícula formal em nenhuma universidade ou entidade, e não concede crédito acadêmico, notas ou um diploma. Instituições ou organizações podem, a seu critério, reconhecer esse aprendizado em seus próprios programas ou credenciais.

ESPM

THE UNUSUAL IN CONSTANT MOTION

# CERTIFICATE

THAÍS DORIGUELLO COZZA

Participated in the 6th Luxury HUB Meeting: Servicescape, Tourism, and Careers in Luxury
at ESPM - HIGHER SCHOOL OF ADVERTISING AND MARKETING,
with a workload of 5 hours, from 2:00 p.m. to 7:00 p.m., on August 18, 2026.

São Paulo

**Déborah do Nascimento Ferreira e Silva**
**Ecosystems and Creativity Specialist**

This document above was digitally issued. To verify its authenticity, visit the website: www.certificados.espm.br
Identifier Jt9B+1QbHT0=

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Date: September 29, 2026.

ESPM

O INUSITADO EM CONSTANTE MOVIMENTO

# CERTIFICADO

THAÍS DORIGUELLO COZZA

Participou do 6º Meeting do HUB de Luxo: Servicescape, Turismo e Carreiras no luxo na ESPM - ESCOLA SUPERIOR DE PROPAGANDA E MARKETING, com carga horária de 5 horas, das 14h às 19h, no dia 18 de agosto de 2026.

São Paulo

**Déborah do Nascimento Ferreira e Silva**
**Especialista em Ecossistemas e Criatividade**

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Identificador Jt9B+1QbHT0=

ABELINE

BRAZILIAN ASSOCIATION OF ONLINE EDUCATION

National Secretariat for Control and Registration
Brazilian Association of Online Education
Training and Development Center
CNPJ.: 21.197.672/0001-09
www.cursosabeline.com.br

# CERTIFICATE

We hereby certify that **THAIS DORIGUELLO COZZA** participated in the **HOTEL ADMINISTRATION** course held from 09/03/2026 to 09/03/2026 with a total workload of 50 class hours

Teresina-Piauí, 09/03/2026

Miqueias Martins da Rocha
President

Contributed by:

**Qualifica sim Brasil Project**
*a Brazilian professional qualification program

Supported by:

PROACAO
SOCIAL SUPPORT AND TRANSFORMATION PROGRAM

REINSERIR
The right to start over

Qr code:

To confirm the authenticity of this certificate, visit the page www.cursosabeline.com.br/autenticar and enter the code **003541295**

Legal basis: No. 9394/96, articles 67 and 87, item III, and State Council of Education of the Federal District (CEDF) Opinion No. 64/2004

**Legal Basis:** The courses offered by the Brazilian Association of Online Education have a legal basis established by Presidential Decree No. 5.154, and our methodology follows Ministry of Education (MEC) standards through National Council of Education (CNE) Resolution No. 04/99

In accordance with Law No. 9.394, which establishes the Guidelines and Bases of National Education, Free Courses are regulated as part of Professional Education, which is intended to provide workers with knowledge that allows them to re-professionalize, qualify, and/or update themselves for work.

**Syllabus:**

Module 1: Introduction

Module 2: The Hotel

Module 3: The Manager

Module 4: Planning

Module 5: Hotel Operation

Module 6: Human Resources

Module 7: Accommodation

Module 8: Food and Beverage

Module 9: Events and leisure

Module 10: Purchasing system and inventory management

**Certificate Authenticity:**

The **Brazilian Association of Online Education**, registered under CNPJ No. 21.197.672/0001-09, hereby certifies that the student below has successfully completed their course and passed with a satisfactory grade in our evaluation.

Student: THAIS DORIGUELLO COZZA

CPF: 101.712.049-80

ID: 697528339

Course: HOTEL ADMINISTRATION

Performance: 80%

Attendance: 100%

Code: 003541295

21.197.672/0001-09
BRAZILIAN ASSOCIATION
OF ONLINE EDUCATION
Block 2, Sector A, No. 26
Mocambinho ZIP Code 64.010-010
Teresina Piauí

THAIS DORIGUELLO COZZA

I, Carolina Favero da Silva, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



Date: September 29, 2026.

ABELINE
ASSOCIAÇÃO BRASILEIRA DE EDUCAÇÃO ONLINE

Secretaria Nacional de Controle e Registro
Associação Brasileira de Educação Online
Centro de Formação e Desenvolvimento
CNPJ.: 21.197.672/0001-09
www.cursosabeline.com.br

# CERTIFICADO

Certificamos que **THAIS DORIGUELLO COZZA** participou do curso de **ADMINISTRAÇÃO DE HOTÉIS** realizado no período de 03-09-2026 a 03-09-2026 com carga horária total de 50h/a

Teresina-PI, 03-09-2026

Miqueias Martins da Rocha
Presidente

Contribuição: Projeto Qualifica sim Brasil

Apoio: PROACAO, REINSERIR

Qr code:

Para confirmar a autenticidade desta certidão acesse a página www.cursosabeline.com.br/autenticar e digite o código **003541295**

Base legal: nº.9394/96 art.67 e 87 inciso III e Parecer nº.64/2004 CEDF

**Embasamento Legal:** Os cursos oferecidos pela Associação Brasileira de Educação Online têm base legal constituída pelo Decreto Presidencial nº 5.154 e nossa metodologia segue as normas do MEC através da Resolução CNE nº 04/99

De acordo com a lei nº 9.394, que estabelece as Diretrizes e Bases da Educação Nacional, os Cursos Livres são regulamentados como parte da Educação Profissional, que é destinada a proporcionar ao trabalhador conhecimentos que lhe permitam reprofissionalizar-se, qualificar-se e/ou atualizar-se para o trabalho.

**Conteúdo programático:**

1º Módulo: Introdução

2º Módulo: O Hotel

3º Módulo: O Gerente

4º Módulo: Planejamento

5º Módulo: Operação do Hotel

6º Módulo: Recursos Humanos

7º Módulo: Hospedagem

8º Módulo: Alimentos e Bebidas

9º Módulo: Eventos e lazer

10º Módulo: Sistema de compras e gerenciamento de estoques

**Autenticidade do certificado:**

A **Associação Brasileira de Educação Online** registrada sob CNPJ.: 21.197.672/0001-09 certifica que o aluno abaixo concluiu com sucesso seu curso e obteve aprovação com nota satisfatória em nossa avaliação.

Aluno(a): THAIS DORIGUELLO COZZA
CPF: 101.712.049-80
RG: 697528339
Curso: ADMINISTRAÇÃO DE HOTÉIS
Aproveitamento: 80%
Frequência: 100%
Código: 003541295

21.197.672/0001-09
ASSOCIAÇÃO BRASILEIRA
DE EDUCAÇÃO ONLINE
Quadra 2, Setor A, nº 26
Mocambinho CEP 64.010-010
Teresina Piauí

THAIS DORIGUELLO COZZA

# CERTIFICATE

We hereby certify for all due purposes that **THAÍS DORIGUELLO COZZA**, holder of **CPF: 101.712.049-80**, has successfully completed the free advanced training course:

## HOSPITALITY MANAGEMENT

On **09/03/2026**, with a workload of **20 HOURS**, under the terms of Presidential Decree No. 5.154 of July 23, 2004, Articles 1 and 3, and in accordance with the standards of the Ministry of Education (MEC) by the National Council of Education (CNE) Resolution No. 04/99, Article 11.

**Goiânia, September 03, 2026.**

This document was registered under number **29314974942180122520 2609**, on page **2812** of book No. **39** of this educational institution in accordance with the listing published in the electronic gazette on the Unova Cursos website

**29314974942180122520 2609**

**FERNANDO BORGES VALE**
Director of Unova Cursos
CNPJ: 12.301.010/0001-46

**THAÍS DORIGUELLO COZZA**
CPF: 101.712.049-80

**Certificate valid in accordance with Law 9.394/96 and Decree 5.154/2004**

Course: Hospitality Management
Name: Thaís Doriguello Cozza
Workload: 20 hours
Grade: **9**
Attendance: **100 %**
Number: **29314974942180122520609**

***AUTHENTICATE AT: https://www.unovacursos.com.br/certificados/29314974942180122520609**

**SYLLABUS**

- How to Implement Effective Hospitality Management
- Hospitality Departments
- Hotel Classification
- Quality in Customer Service
- Customer Experience Management
- Food and Beverage Management
- People Management in Hospitality
- Financial Management in Hospitality
- Strategic Planning in the Hotel Industry
- Hotel Marketing

**REGULATION FOR THE ISSUANCE OF THIS CERTIFICATE**
RECOGNITION OF KNOWLEDGE AND SKILLS AT WORK ARTICLE 41 OF THE LAW OF DIRECTIVES AND BASES OF NATIONAL EDUCATION (LDB) - LAW 9.394 OF 1996
ARTICLE 41: KNOWLEDGE ACQUIRED IN PROFESSIONAL AND TECHNOLOGICAL EDUCATION, INCLUDING AT WORK, MAY BE SUBJECT TO EVALUATION, RECOGNITION, AND CERTIFICATION FOR THE CONTINUATION OR COMPLETION OF STUDIES.
(TEXT PROVIDED BY LAW NO. 11.741 OF 2008).

**12.301.010/0001-46**
**ESCOLA WEB UNOVA CURSOS LTDA**
ALAMEDA AIMORÉS, BLOCK 02,
LOT 11, ROOM 01
MORUMBI NEIGHBORHOOD
ZIP CODE: 75.460-000
**NERÓPOLIS - GO**

Goiânia, September 03, 2026

**FERNANDO BORGES VALE**
Director of Unova Cursos
CNPJ: 12.301.010/0001-46

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Date: September 29, 2026.

# CERTIFICADO

Certificamos para os devidos fins, que **THAÍS DORIGUELLO COZZA** portador(a) do **CPF: 101.712.049-80** concluiu com êxito o curso livre de aperfeiçoamento:

## GESTÃO HOTELEIRA

Em **03/09/2026** com carga horária de **20 HORAS**, nos termos do Decreto Presidencial nº 5.154, de 23 de julho de 2004, Art 1º e 3º e de acordo com as normas do Ministério da Educação (MEC) pela resolução CNE nº 04/99, Art 11.

**Goiânia, 03 de setembro de 2026**

O presente documento foi registrado sob o número **29314974942180122520 2609**, em folha **2812** do livro nº **39** desta instituição de ensino conforme listagem publicada no diário eletrônico no site Unova Cursos

**29314974942180122520 2609**

**FERNANDO BORGES VALE**
Diretor Unova Cursos
CNPJ: 12.301.010/0001-46

**THAÍS DORIGUELLO COZZA**
CPF: 101.712.049-80

Certificado válido conforme Lei 9.394/96 e Decreto 5.154/2004

Curso: Gestão Hoteleira
Nome: Thaís Doriguello Cozza
Carga Horária: 20 horas
Nota da Avaliação: **9**
Frequência: **100 %**
Número: **29314974942180122520 2609**

***AUTENTIQUE EM: https://www.unovacursos.com.br/certificados/29314974942180122520 2609**

**CONTEÚDO PROGRAMÁTICO**

- Como Fazer uma Boa Gestão Hoteleira
- Departamentos na Hotelaria
- Classificação dos Hotéis
- Qualidade no Atendimento ao Cliente
- Gestão da Experiência do Cliente
- Gestão de Alimentos e Bebidas
- Gestão de Pessoas em Hospedagem
- Gestão Financeira em Hospedagem
- Planejamento Estratégico na Hotelaria
- Marketing Hoteleiro

**REGULAMENTAÇÃO PARA EMISSÃO DESTE CERTIFICADO**
APROVEITAMENTO DE CONHECIMENTOS E HABILIDADES NO TRABALHO ARTIGO 41 DA LDB - LEI 9.394 DE 1996
ART.41: O CONHECIMENTO ADQUIRIDO NA EDUCAÇÃO PROFISSIONAL E TECNOLÓGICA, INCLUSIVE NO TRABALHO, PODERÁ SER OBJETO DE AVALIAÇÃO, RECONHECIMENTO E CERTIFICAÇÃO PARA PROSSEGUIMENTO OU CONCLUSÃO DE ESTUDOS.
(REDAÇÃO DADA PELA LEI N°11.741, DE 2008).

12.301.010/0001-46
ESCOLA WEB UNOVA
CURSOS LTDA
ALAMEDA AIMORES, QD. 02
LT. 11, SALA 01
BAIRRO MORUMBI
CEP: 75.460-000
NERÓPOLIS - GO

Goiânia, 03 de setembro de 2026

**FERNANDO BORGES VALE**
Diretor Unova Cursos
CNPJ: 12.301.010/0001-46

LinkedIn Learning

# 1-Minute Tips to impress in Excel

Course completed by Thaís Cozza
July 14, 2025 at 12:06 PM UTC • 11 minutes

Key competencies covered

Microsoft Excel



Shea Hanson, Content Strategy Lead at Learning

Certificate Code: 0912b5210c6e0c4ec6145ad1a6c794adf3fe44f87f79d6e5abf54f7454d02636



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Date: July 22, 2025.

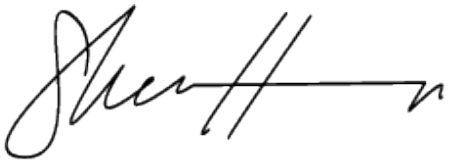
LinkedIn Learning

# Dicas de 1 Minuto para surpreender no Excel

Curso concluído por Thaís Cozza
jul. 14, 2025 at 12:06PM UTC • 11 minutos

Principais competências abordadas

Microsoft Excel



Shea Hanson, Líder de Estratégia de Conteúdos do Learning




Código do certificado: 0912b5210c6e0c4ec6145ad1a6c794adf3fe44f87f79d6e5abf54f7454d02636

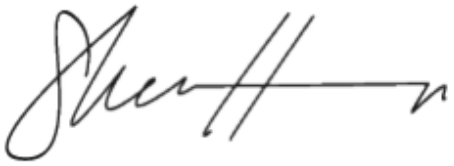
LinkedIn Learning

# 1-Minute tips to shine with pivot tables in Excel

Course completed by Thaís Cozza
July 14, 2025 at 12:20 PM UTC • 13 minutes

Key competencies covered

- Pivot tables
- Microsoft Excel



Shea Hanson, Content Strategy Lead at Learning

Certificate Code: 6dbffddba2324994f8da0654cb0b1812a0887aef0856e2a6e2a0a5b059a8b13e



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Date: July 22, 2025.

LinkedIn Learning

# Dicas de 1 Minuto para brilhar em tabelas dinâmicas no Excel

Curso concluído por Thaís Cozza
jul. 14, 2025 at 12:20PM UTC • 13 minutos

Principais competências abordadas

Tabelas dinâmicas | Microsoft Excel

Shea Hanson, Líder de Estratégia de Conteúdos do Learning

Código do certificado: 6dbffddba2324994f8da0654cb0b1812a0887aef0856e2a6e2a0a5b059a8b13e

CONCLUSÃO DO CURSO

LinkedIn Learning

# 1-Minute tips to Quickly Create Pivot Tables in Excel

Course completed by Thaís Cozza
July 14, 2025 at 1:41 PM UTC • 10 minutes

Key competencies covered

- Pivot tables
- Microsoft Excel



Shea Hanson, Content Strategy Lead at Learning

Certificate Code: 86a8f978e59979a63fcd17af390336e60e7ee02bb723fd236ab7df995f6f1946

COURSE COMPLETION

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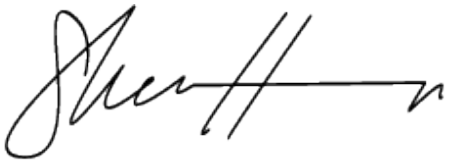
LinkedIn Learning

# Dicas de 1 Minuto para Criar Tabelas Dinâmicas de Forma Rápida no Excel

Curso concluído por Thaís Cozza
jul. 14, 2025 at 01:41PM UTC • 10 minutos

Principais competências abordadas

Tabelas dinâmicas | Microsoft Excel



Shea Hanson, Líder de Estratégia de Conteúdos do Learning




Código do certificado: 86a8f978e59979a63fcd17af390336e60e7ee02bb723fd236ab7df995f6f1946

LinkedIn Learning

# How to Make the Most of Generative AI in Project Management

Course completed by Thaís Cozza
June 5, 2025 at 01:03 PM UTC • 55 minutes

Key competencies covered

- Project Management
- AI for Project Management
- Generative AI



Global Content Leader, Learning




Certificate Code: 7bb37bfb7b21e2a3d2bde78e3acc9c8e11c856139eccd2950f31eb753e4d3049

I, Carolina Favero da Silva, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



Date: July 1, 2025.

LinkedIn Learning

# Como Aproveitar ao Máximo a IA Generativa na Gestão de Projetos

Curso concluído por Thaís Cozza
jun. 05, 2025 at 01:03PM UTC • 55 minutos

Principais competências abordadas

- Gestão de projetos
- IA para gestão de projetos
- IA generativa



Líder de Conteúdo Global, Learning




Código do certificado: 7bb37bfb7b21e2a3d2bde78e3acc9c8e11c856139eccd2950f31eb753e4d3049

LinkedIn Learning

# How to Develop Resilience

Course completed by Thaís Cozza
June 5, 2025 at 05:37 PM UTC • 41 minutes

Key competencies covered

Resilience



Global Content Leader, Learning

Certificate Code: 0fffe03de4ca8703a05e83e4f3b9f44b0070f354fa2c1895bb35692f9fccac31



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Date: July 1, 2025.

LinkedIn Learning

# Como Desenvolver a Resiliência

Curso concluído por Thaís Cozza
jun. 05, 2025 at 05:37PM UTC • 41 minutos

Principais competências abordadas

Resiliência



Líder de Conteúdo Global, Learning




Código do certificado: 0fffe03de4ca8703a05e83e4f3b9f44b0070f354fa2c1895bb35692f9fccac31

LinkedIn Learning

# Interpersonal Communication Techniques

Course completed by Thaís Cozza
June 5, 2025 at 03:08 PM UTC • 36 minutes

Key competencies covered

Interpersonal Communication

Global Content Leader, Learning

Certificate Code: d0272522e1fb3cf9da03c6c96e3b5da00fad13b6534a7dff3933b90563381aa7

COURSE COMPLETION

I, Carolina Favero da Silva, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



Date: July 1, 2025.

LinkedIn Learning

# Técnicas de Comunicação Interpessoal

Curso concluído por Thaís Cozza
jun. 05, 2025 at 03:08PM UTC • 36 minutos

Principais competências abordadas

Comunicação interpessoal



Líder de Conteúdo Global, Learning




Código do certificado: d0272522e1fb3cf9da03c6c96e3b5da00fad13b6534a7dff3933b90563381aa7

LinkedIn Learning

# Business English: TOEIC Preparation – Speaking

(*TOEIC -Test of English for International Communication*)

Course completed by Thaís Cozza
June 4, 2025 at 01:50 PM UTC • 34 minutes

Key competencies covered

Business English



Global Content Leader, Learning




Certificate Code: 85ef95e89679955d29bd81bca192663702f45c5636f4cb61f6d00b25633a89b6

I, Carolina Favero da Silva, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



Date: July 1, 2025.

LinkedIn Learning

# Inglês para Negócios: Preparação para TOEIC – Conversação

Curso concluído por Thaís Cozza
jun. 04, 2025 at 01:50PM UTC • 34 minutos

Principais competências abordadas

Inglês para negócios



Líder de Conteúdo Global, Learning




Código do certificado: 85ef95e89679955d29bd81bca192663702f45c5636f4cb61f6d00b25633a89b6

LinkedIn Learning

# How to Make the Most of Generative AI in Project Management

Course completed by Thaís Cozza
June 5, 2025 at 01:03 PM UTC • 55 minutes

Key competencies covered

- Project Management
- AI for Project Management
- Generative AI



Global Content Leader, Learning




Certificate Code: 7bb37bfb7b21e2a3d2bde78e3acc9c8e11c856139eccd2950f31eb753e4d3049

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Date: July 1, 2025.

LinkedIn Learning

# Como Aproveitar ao Máximo a IA Generativa na Gestão de Projetos

Curso concluído por Thaís Cozza
jun. 05, 2025 at 01:03PM UTC • 55 minutos

Principais competências abordadas

- Gestão de projetos
- IA para gestão de projetos
- IA generativa



Líder de Conteúdo Global, Learning




Código do certificado: 7bb37bfb7b21e2a3d2bde78e3acc9c8e11c856139eccd2950f31eb753e4d3049

LinkedIn Learning

# How to Make Effective Decisions Under Stress

Course completed by Thaís Cozza
June 4, 2025 at 01:12 PM UTC • 36 minutes

Key competencies covered

Decision-Making

Global Content Leader, Learning

Certificate Code: e35870b51ce0812f7398329ed0a3b0c7532feed3bce8b0d2b4be41b7a72d3619

COURSE COMPLETION

I, Carolina Favero da Silva, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



Date: July 1, 2025.

LinkedIn Learning

# Como Tomar Decisões Eficazes sob Estresse

Curso concluído por Thaís Cozza
jun. 04, 2025 at 01:12PM UTC • 36 minutos

Principais competências abordadas

Tomada de decisão



Líder de Conteúdo Global, Learning




Código do certificado: e35870b51ce0812f7398329ed0a3b0c7532feed3bce8b0d2b4be41b7a72d3619

LinkedIn Learning

# Getting Started with Microsoft 365 Copilot

Course completed by Thaís Cozza
June 5, 2025 at 02:22 PM UTC • 41 minutes

Key competencies covered

- Microsoft 365
- Artificial Intelligence for Business
- Microsoft Copilot



Global Content Leader, Learning




Certificate Code: 736becedaed843f1c838d924cf039661de5cd313cb1f69666b47c6b5fc9a592b

I, Carolina Favero da Silva, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



Date: July 1, 2025.

LinkedIn Learning

# Primeiros Passos com o Microsoft 365 Copilot

Curso concluído por Thaís Cozza
jun. 05, 2025 at 02:22PM UTC • 41 minutos

Principais competências abordadas

Microsoft 365 | Inteligência artificial para negócios | Microsoft Copilot



Líder de Conteúdo Global, Learning




Código do certificado: 736becedaed843f1c838d924cf039661de5cd313cb1f69666b47c6b5fc9a592b

Santander | Open Academy

Certificate of completion awarded to

**Thaís Doriguello Cozza**

# Time management

Course completed on June 30, 2025

8 Hours I 2 Modules I Self-Assessment

Serial number: OA-2025-0630001304676

I, Carolina Favero da Silva, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



Date: July 1, 2025.

Santander | Open Academy

Certificado de conclusão para

## Thaís Doriguello Cozza

# Gestão do tempo

Curso concluído em 30 de junho de 2025

8 Horas I 2 Módulos I Autoavaliação

Número de série: OA-2025-0630001304676

Santander | Open Academy

Certificate of completion awarded to

**Thaís Doriguello Cozza**

# Stress management

Course completed on June 26, 2025

8 Hours I 2 Modules I Self-Assessment

Serial number: OA-2025-0626001288834

I, Carolina Favero da Silva, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



Date: July 2, 2025.

Santander | Open Academy

Certificado de conclusão para

## Thaís Doriguello Cozza

# Gestão do estresse

Curso concluído em 26 de junho de 2025

8 Horas I 2 Módulos I Autoavaliação

Número de série: OA-2025-0626001288834

C E R T I F I C A T E

EUROPEAN CENTER

# HOSPITALITY DESIGN & EVENTS

WE CERTIFY THAT THAIS DORIGUELLO COZZA
HAS COMPLETED THE HOSPITALITY DESIGN & EVENTS COURSE
WITH A DURATION OF 592 CLASS HOURS, FROM MARCH 2016 TO DECEMBER 2016.

CURITIBA, JULY 13, 2017.

----//signature//----

ROGÉRIO GOBBI
ACADEMIC DIRECTOR

School of Hotel Management IHTTI Neuchâtel Switzerland

EUROPEAN CENTER

----//signature//----

ORLANDO KUBO
ABIH-PR PRESIDENT

I, Carolina Favero da Silva, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



_____ Date: April 1, 2025.

# CERTIFICADO

## CENTRO EUROPEU

# HOTELARIA DESIGN & EVENTOS

CERTIFICAMOS QUE THAIS DORIGUELLO COZZA
CONCLUIU O CURSO DE HOTELARIA DESIGN & EVENTOS
COM DURAÇÃO DE 592 HORAS/AULA, NO PERÍODO DE MARÇO DE 2016 A DEZEMBRO DE 2016.

CURITIBA, 13 DE JULHO DE 2017.

ROGÉRIO GIOBBI
DIRETOR ACADÊMICO

School of Hotel Management
IHTTI
Neuchâtel
Switzerland

CENTRO EUROPEU

ORLANDO KUPO
PRESIDENTE ABIH-PR




# ACADEMIC TRANSCRIPT

**STUDENT:** THAIS DORIGUELLO COZZA

**COURSE:** HOSPITALITY DESIGN & EVENTS OCCUPATIONS

**ISSUED:** 08/14/2017

**PERIOD:** 03/2016 TO 12/2016

**CLASS:** SINGLE Level ROOM PI 1 from 08:30 AM to 11:45 AM MON TUE WED THU FRI

| SUBJECT | HOURS | ATTENDANCE | GRADE | RESULT |
|---|---|---|---|---|
| STAFF MANAGEMENT | 16 | 100% | 100,00 | APPROVED |
| HOTEL MANAGEMENT | 32 | 100% | 96,10 | APPROVED |
| SPECIAL CLASSES - HOSPITALITY DESIGN | 12 | 100% | 100,00 | APPROVED |
| BRANDING - BUILDING AND MANAGING BRANDS | 12 | 100% | 100,00 | APPROVED |
| LUXURY MARKET SCENARIOS | 4 | 100% | 100,00 | APPROVED |
| CONSUMER BEHAVIOR | 16 | 100% | 100,00 | APPROVED |
| LAW APPLIED TO HOSPITALITY AND EVENTS | 20 | 100% | 100,00 | APPROVED |
| ENOGASTRONOMY | 12 | 100% | 100,00 | APPROVED |
| ETIQUETTE, CEREMONIAL AND PROTOCOL | 20 | 100% | 100,00 | APPROVED |
| PROCUREMENT AND LOGISTICS MANAGEMENT | 16 | 100% | 100,00 | APPROVED |
| COST AND REVENUE MANAGEMENT IN FOOD AND BEVERAGES | 28 | 100% | 96,10 | APPROVED |
| TEAM MANAGEMENT | 28 | 85,71% | 93,25 | APPROVED |
| FINANCIAL MANAGEMENT | 24 | 100% | 100,00 | APPROVED |
| EXECUTIVE GOVERNANCE | 16 | 100% | 100,00 | APPROVED |
| HYGIENE AND HEALTH | 24 | 100% | 96,75 | APPROVED |
| HOTEL DESIGN - ARCHITECTURAL ASPECTS | 16 | 100% | 96,75 | APPROVED |
| INTRODUCTION TO THE EVENTS MARKET | 16 | 100% | 93,50 | APPROVED |
| INTRODUCTION TO TOURISM AND HOSPITALITY DESIGN | 16 | 100% | 87,00 | APPROVED |
| HOTEL MAINTENANCE | 16 | 100% | 83,75 | APPROVED |
| MARKETING APPLIED TO HOSPITALITY | 20 | 100% | 88,95 | APPROVED |
| MANAGEMENT MODELS / CREATIVITY AND INNOVATION | 12 | 100% | 100,00 | APPROVED |
| BUTLER AND CONCIERGE | 16 | 100% | 96,75 | APPROVED |
| HOUSEKEEPING OPERATIONS | 24 | 100% | 100,00 | APPROVED |
| EVENT ORGANIZATION AND MANAGEMENT | 32 | 100% | 93,50 | APPROVED |
| EVENT PLANNING AND MARKETING | 16 | 100% | 89,60 | APPROVED |
| KITCHEN PLANNING AND TECHNOLOGY | 8 | 100% | 100,00 | APPROVED |
| NUTRITIONAL MENU PLANNING | 28 | 100% | 99,35 | APPROVED |
| D'ETAGE DÉJEUNER SERVICE PRODUCTION | 32 | 100% | 96,75 | APPROVED |
| REVENUE MANAGEMENT | 32 | 100% | 96,75 | APPROVED |
| BAR AND SOMMELIER SERVICES | 24 | 100% | 95,45 | APPROVED |
| RESTAURANT SERVICE TECHNIQUES | 16 | 100% | 100,00 | APPROVED |
| HOTEL SALES | 20 | 100% | 83,75 | APPROVED |
| TOTAL COURSE HOURS | 624 | *** | *** | *** |

**----//signature//----**

ROGERIO GOBBI

ACADEMIC DIRECTOR

**----//signature//----**

PAOLLA CRISTHIANY SAMPAIO DUDIK KRAUZE

Coordinator

I, Carolina Favero da Silva, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.



_____ Date: April 1, 2025.

CENTRO EUROPEU

# HISTÓRICO ESCOLAR

**ALUNO:** THAIS DORIGUELLO COZZA **CURSO:** PROFISSÕES HOTELARIA DESIGN & EVENTOS

**EMISSÃO:** 14/08/2017 **PERÍODO:** 03/2016 À 12/2016

**TURMA:** Nivel UNICO SALA PI 1 das 08:30 às 11:45 SEG TER QUA QUI SEX

| DISCIPLINA | CARGA HORÁRIA | FREQUÊNCIA | NOTA | RESULTADO |
|---|---|---|---|---|
| ADMINISTRAÇÃO DE PESSOAL | 16 | 100,00% | 100,00 | APROVADO |
| ADMINISTRAÇÃO HOTELEIRA | 32 | 100,00% | 96,10 | APROVADO |
| AULAS ESPECIAIS - HOTELARIA DESIGN | 12 | 100,00% | 100,00 | APROVADO |
| BRANDING - CONSTRUÇÃO E GESTÃO DE MARCAS | 12 | 100,00% | 100,00 | APROVADO |
| CENÁRIOS DE MERCADO DE LUXO | 4 | 100,00% | 100,00 | APROVADO |
| COMPORTAMENTO DO CONSUMIDOR | 16 | 100,00% | 100,00 | APROVADO |
| DIREITO APLICADO À HOTELARIA E EVENTOS | 20 | 100,00% | 100,00 | APROVADO |
| ENOGASTRONOMIA | 12 | 100,00% | 100,00 | APROVADO |
| ETIQUETA, CERIMONIAL E PROTOCOLO | 20 | 100,00% | 100,00 | APROVADO |
| GERENCIAMENTO DE COMPRAS E LOGÍSTICA | 16 | 100,00% | 100,00 | APROVADO |
| GESTÃO DE CUSTOS E RECEITAS EM ALIMENTOS E BEBIDAS | 28 | 100,00% | 96,10 | APROVADO |
| GESTÃO DE EQUIPES | 28 | 85,71% | 93,25 | APROVADO |
| GESTÃO FINANCEIRA | 24 | 100,00% | 100,00 | APROVADO |
| GOVERNANÇA EXECUTIVA | 16 | 100,00% | 100,00 | APROVADO |
| HIGIENE E SAÚDE | 24 | 100,00% | 96,75 | APROVADO |
| HOTEL DESIGN - ASPECTOS ARQUITETÔNICOS | 16 | 100,00% | 96,75 | APROVADO |
| INTRODUÇÃO AO MERCADO DE EVENTOS | 16 | 100,00% | 93,50 | APROVADO |
| INTRODUÇÃO AO TURISMO E HOTELARIA DESIGN | 16 | 100,00% | 87,00 | APROVADO |
| MANUTENÇÃO HOTELEIRA | 16 | 100,00% | 83,75 | APROVADO |
| MARKETING APLICADO À HOTELARIA | 20 | 100,00% | 88,95 | APROVADO |
| MODELOS GERENCIAIS/ CRIATIVIDADE E INOVAÇÃO | 12 | 100,00% | 100,00 | APROVADO |
| MORDOMIA E CONCIÉRGE | 16 | 100,00% | 96,75 | APROVADO |
| OPERAÇÕES EM HOUSEKEEPING | 24 | 100,00% | 100,00 | APROVADO |
| ORGANIZAÇÃO E GESTÃO DE EVENTOS | 32 | 100,00% | 93,50 | APROVADO |
| PLANEJAMENTO E MARKETING DOS EVENTOS | 16 | 100,00% | 89,60 | APROVADO |
| PLANEJAMENTO E TECNOLOGIA DE COZINHAS | 8 | 100,00% | 100,00 | APROVADO |
| PLANEJAMENTO NUTRICIONAL DE CARDÁPIOS | 28 | 100,00% | 99,35 | APROVADO |
| PRODUÇÃO EM SERVICE D'ETAGE E DÉJENEUR | 32 | 100,00% | 96,75 | APROVADO |
| REVENUE MANAGEMENT | 32 | 100,00% | 96,75 | APROVADO |
| SERVIÇOS DE BARES E SOMMELIER | 24 | 100,00% | 95,45 | APROVADO |
| TÉCNICAS DE SERVIÇOS EM RESTAURANTES | 16 | 100,00% | 100,00 | APROVADO |
| VENDAS EM HOTELARIA | 20 | 100,00% | 83,75 | APROVADO |
| TOTAL DA CARGA HORÁRIA DO CURSO | 624 | *** | *** | *** |

ROGERIO GOBBI

DIRETOR ACADÊMICO

PAOLLA CRISTHIANY SAMPAIO DUDYK KRAUZE

Coordenador(a)

# RECOGNITION



## *Thaís Cozza*

In recognition of your outstanding performance in February 2018, we thank you for your dedication and professionalism at the ibis Styles Curitiba Santa Felicidade hotel.

**You make a difference!**

ibis STYLES HOTELS

-----// signature //-----
Mariana Caroline de Freitas
General Manager

-----// signature //-----
Ariela Mattei
Front Office Manager

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura.

**Date: May 29, 2025.**

# DESTAQUE

## *Thaís Cozza*

Em reconhecimento ao excelente desempenho no mês de fevereiro de 2018, agradecemos a dedicação e profissionalismo no hotel ibis Styles Curitiba Santa Felicidade.

**Você fez a diferença!**

Mariana Caroline de Freitas
Gerente Geral

Ariela Mattei
Gerente de Hospedagem

# Recognition

## *Thaís Cozza*

In recognition of your outstanding performance in January 2018, we thank you for your dedication and professionalism at the ibis Styles Curitiba Santa Felicidade hotel.

**You make a difference!**

-----// signature //-----
Mariana Caroline de Freitas
General Manager

-----// signature //-----
Ariela Mattei
Front Office Manager

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura.

**Date: May 29, 2025.**

# DESTAQUE

## *Thaís Cozza*

Em reconhecimento ao excelente desempenho no mês de janeiro de 2018, agradecemos a dedicação e profissionalismo no hotel ibis Styles Curitiba Santa Felicidade.

**Você fez a diferença!**

ibis STYLES HOTELS

Mariana Caroline de Freitas
Gerente Geral

Ariela Mattei
Gerente de Hospedagem

# CERTIFICATE

**OF COMMENDATION**

Thaís Cozza

***We are proud to have people like you on our team.***
***Congratulations on your dedication and attention to our guests!***

-----// signature //-----
**Diogo Morais**
General
Manager

-----// signature //-----
**Carolina Barreto**
Quality and Customer
Experience
Coordinator

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 29, 2025.**

# CERTIFICADO

**DE ELOGIO**

Thaís Cozza

***Temos orgulho em ter pessoas como você em nossa equipe.***
***Parabéns pela sua dedicação e atenção ao hóspede!***

**Diogo Morais**
Gerente
Geral

**Carolina Barreto**
Coordenadora de
Qualidade e
Customer Experience



Ana_Carrion_Poa

November 7, 2023

**Comfort, quality service, and environmental awareness**

I have nothing but praise for the Grand Mercure Ibirapuera, where I stayed for two weeks in October.

Upon entering the room, I was greeted with a delightful treat. The room itself is very comfortable, offering a range of amenities that are presented in a more sustainable way, without the use of plastic packaging—including the water, which was a very pleasant surprise.

The lobby and Boulangerie areas are very pleasant to spend time in, whether enjoying a drink or studying. The gym is quite complete and has good equipment.

The shuttle service, which I was not previously aware of, is very convenient. I used it on several days, and the scheduling for the rides was very efficient. This is, in fact, one of the things that sets the hotel apart.

The staff are extremely friendly and helpful, including the breakfast team

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 29, 2025.**



Ana_Carrion_Poa

7 de nov. de 2023

## Conforto, atendimento de qualidade e preocupação ambiental

Só tenho elogios a fazer ao Grand Mercure Ibirapuera, onde estive hospedada por duas semanas no mês de outubro.

Ao chegar ao quarto, fui recebida com um "mimo" delicioso. O quarto em si é muito confortável, oferecendo uma série de amenidades que são apresentadas de forma mais sustentável, sem uso de embalagens plásticas, inclusive a água, o que me surpreendeu positivamente.

As áreas do lobby e da Boulangerie são muito agradáveis para permanecer, tomando um drink ou estudando. A academia é bastante completa e possui bons aparelhos.

O serviço de van, do qual eu não tinha conhecimento prévio, é muito prático. Utilizei diversos dias, e os agendamentos para os trajetos foram muito eficientes. Esse, inclusive, é um dos itens que diferencia o hotel.

Os atendentes são extremamente simpáticos e solícitos, incluindo a equipe do café-da-manhã

Some reviews are automatically translated into Portuguese

Show original reviews



**Emrah D.**
Istanbul, Turkey

December 21, 2023

**I spent 3 days there and everything was wonderful.**

I spent 3 days at the hotel and it was very good experience for us. Especially hotel staff was very kind and help us for everthing. Food was very delicious and breakfast was best. Hotel is close to some populer place and they have shuttle service.Thank you **Thais**, Gustavo and Lara for everything.

Hide content^

powered by Google Translate

**Date of visit** Sept. 2023

**Trip type** Friends

Helpful



**Grand Mercure Ibirapuera**
Customer service/reception at Hot...

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 29, 2025.**

Algumas avaliações são traduzidas automaticamente para Português.

Mostrar avaliações originais



**Emrah D.**
Istambul, Turquia

21 de dez. de 2023

## Passe 3 dias e tudo foi maravilhoso.

I spent 3 days at the hotel and it was very good experience for us. Especially hotel staff was very kind and help us for everthing. Food was very delicious and breakfast was best. Hotel is close to some populer place and they have shuttle service.Thank you **Thais**, Gustavo and Lara for everything.

Ocultar conteúdo

powered by Google Translate

**Data da visita** set. de 2023

**Tipo de viagem** Amigos

Útil



**Grand Mercure Ibirapuera**
Atendimento ao cliente/recepção em Hot...

Read more v

Duda R

July 31, 2023

**It was a great experience at the Grand Mercure**
Great hotel, I loved the room and the service. Especially the receptionist Thais, who assisted us with great care and helpfulness, answered our questions, and ensured we had the best experience at this hotel.

**Date of visit** Jul. 2023

**Trip type** Family

Helpful

**Grand Mercure Ibirapuera**
Customer service/reception at Hot...

August 1, 2023

Dear Guest,

Thank you very much for choosing our hotel and...

**Read more v**

**I, Raphael Michels Fantinato de Moura, telephone number 415 425-2508, mailing address P.O. Box 90487, San Diego, CA 92169, certify that the professional translation of this document from Portuguese to English has been performed by myself, a qualified translator fluent in both languages, and that the following is an accurate and complete translation of the document.**

Raphael Michels Fantinato de Moura. **Date: May 29, 2025.**

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Duda R

31 de jul. de 2023

## Ótima experiência no Grand Mercure

Ótimo hotel, adorei o quarto e atendimento. Especialmente a recepcionista **Thais**, que nos atendeu com muita atenção e prestatividade, tirou nossas dúvidas e garantiu a melhor experiência nesse hotel.

**Data da visita** jul. de 2023

**Tipo de viagem** Família

Útil

**Grand Mercure Ibirapuera**
Atendimento ao cliente/recepção em Hot...

1 de agosto de 2023

Prezado Hóspede,

Muito obrigada por escolher o nosso hotel e...

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**Sevil O**
1 helpful vote

June 11, 2023

**Stuff**💗

The hotel is a Vintage but lovely clean and everything is working in the room clean location is good. Stuff are very lovely and helpful from reception to Houskeeping thank you All . I would like to say specifically thanks to **Thais** 💗she is very nice helpful very smiling person she kindly answered all our questions and tried to help Grand mercure should be thankful for finding this kind of such a lovely stuff thank you again 👍🧿

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**Date of visit** Jun. 2023

**Trip type** Friends

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**Grand Mercure Ibirapuera**
Customer service/reception at Hot...

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11 de jun. de 2023

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Ocultar conteúdo

**Data da visita** jun. de 2023

**Tipo de viagem** Amigos

Útil (1)



**Grand Mercure Ibirapuera**
Atendimento ao cliente/recepção em Hot...

Read more v

DANI Z

August 10, 2023

**Excellent service**

Thais's kindness and dedication make us want to always stay at the hotel.
It is so good to know the hotel has professionals who truly care about offering the best to their guests.

Hide content^

**Date of visit** Jul. 2023

**Trip type** Friends

Helpful

**Grand Mercure Ibirapuera**
Customer service/reception at Hot...

August 10, 2023

Dear Dani,

Thank you very much for choosing our hotel and...

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Raphael Michels Fantinato de Moura. **Date: May 29, 2025.**

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DANI Z

10 de ago. de 2023

## Execelente atendimento

A amabilidade e dedicação da Thais faz com que queiramos estar sempre hospedados no hotel.
Muito bom saber que o hotel tem profissionais que se preocupam tanto em oferecer o melhor para seus hospedes.

Ocultar conteúdo

**Data da visita** jul. de 2023

**Tipo de viagem** Amigos

Útil



**Grand Mercure Ibirapuera**
Atendimento ao cliente/recepção em Hot...

10 de agosto de 2023

Prezada Dani,

Muito obrigada por escolher o nosso hotel e...

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