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- 👤 30 ani
- ♂ Masculin
- 📍 Chişinău
- 💰 22 000 MDL

Preferințe

- Full-time

Limbi

- **Română** · Nu cunosc
- **Rusă** · Fluent
- **Turcă** · Fluent
- **Engleză** · Comunicare

Permis de conducere

Categoria: B, C

Turism Manager

Despre mine

Communication skills:

Convincing potential partners to co-operate with the company I represent;

Experienced listener and communicator who effectively collects and conveys information verbally and in writing.

Organisational / managerial skills:

Leadership (currently responsible for a team of 10 people)

Good organizational skills obtained as Business Development Manager at EREF Travel, responsible for

networking and arranging meetings among the agencies of companies that use our

Website.

Good team leading skills gained as a Retail Control Team Member at F1 Azerbaijan Grand Prix

Job-related skills:

fast learner

flexible and adaptable

team player with excellent communication skills

stress resistable

proficient user of office equipment and Microsoft Office Programmes

able to work with huge amount of paper work

good listener with excellent assistant skills

proficient negotiator

Experiența profesională

Sales Manager · EREF Travel · Istanbul

August 2017 - Prezent · 7 ani 9 luni

Market analysis

Search for new partners

Studying competitors

Negotiating with potential partners

Signing of contracts

Expanding relationships

Organization of business meetings

Management of team work
Achieving growth and hitting sales targets

**Outgoing manager and Contract manager ·
Regea Travel, Baku (Azerbaijan)**

Februarie 2017 - August 2017 · 7 luni

Work as DMC(hotels in Baku) in Azerbaijan for Hotelspro
Dealing with managers of organized travel groups, travel agencies; accepting and forwarding tourists
Receiving and processing calls
Telephone consultation for clients
Dealing with e-mails
Calculating the price of tours
Leading customers from the moment of calling to returning from tour
Controlling payment for tours
Searching and booking hotels, transport, museums, public catering points (café, restaurant)
Working with railway agencies (booking and preparation of railway tickets)
Creating and calculating new tours
Managing and filling company's website (prices, programs)
Dealing with contracts of hotels, museums, transport companies
Working with guides

**Night manager · Lake Palace Hotel, Baku
(Azerbaijan)**

Ianuarie 2016 - Februarie 2017 · 1 an 2 luni

Manage and monitor activities of all employees in the Front Office department making sure they adhere to the standards of excellence and to the guidelines set in the employee handbook, hotel policies and procedures, coaching, training and correcting where needed.
Maintain a professional and high-quality service oriented environment at all times
Act as manager on duty for the hotel in the absence of the Front Office Manager dealing with complaints, problem-solving, disturbances, special requests and any other issues that may arise
Manage the night shift in the department ensuring all employees perform the tasks assigned to them and coordinate Front Office activities with other departments
Inform all Overnight staff of nightly activities, group and VIP arrivals as well as special requests and repeat guests.

Retail Control Team Member · Formula 1 Azerbaijan

Grand Prix, Baku (Azerbaijan)

Iunie 2016 - Iunie 2016 · 1 lună

Control of non-cash payment of purchases

Organization of business meetings

Receptionist · Caspian Business Hotel, Baku (Azerbaijan)

Ianuarie 2015 - Noiembrie 2015 · 11 luni

welcome and greet guests

answer and direct incoming calls

inform guests of hotel rates and services

make and confirm reservations for guests

ensure proper room allocation

register and check guests in

confirm relevant guest information

verify guest's payment method

verify and imprint credit cards for authorization

issue room keys and direct guests to their rooms

maintain clear and accurate records of guest room bookings

compute all guest billings, accurately post charges to guest rooms and house accounts

receive and transmit messages for guests

retrieve mail, packages and documents such as faxes for guests

listen and respond to guest queries and requests both in-person and by phone

provide accurate information about local attractions and services

liaise with necessary staff including housekeeping and maintenance to address any problems or

complaints made by guests

complete and maintain any incident reports, daily activity reports or other reports requested by

management

manage conference room bookings and scheduling

close guest accounts and check guests out

review accounts and charges with guests during the check-out process

process accurate payment of guest accounts

inform housekeeping when rooms have been vacated and are ready for cleaning

monitor visitors to the hotel

enforce rules and policies of the hotel

Studii: Superioare

Baku State University

Absolvit în: 2018

Facultatea: International Relationships and Economics

