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👤 41 ani
 ♀ Feminin
 📍 Chişinău
 💰 9 000 MDL

Preferințe

- Full-time

Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent

Permis de conducere

Categoria: B
 Cu automobil personal

Training Manager, Front Office, Sales, Events Department

Despre mine

I Am a positive person, team player, hard working, responsible, friendly, self-motivated, well organized and always willing to learn something new.

Experiența profesională

Learning & Development Officer · Media Rotana Hotel, Dubai UAE · UAE, Dubai

Ianuarie 2014 - Decembrie 2016 · 2 ani 11 luni

- Analyse the property's Learning & Development needs;
- Organize and conduct new colleagues' on-boarding activities;
- Conduct Off-Job Training programmes to colleagues in Populations 3 and 4 and coordinate regional courses where applicable.
- Assist in the selection and development of interns and work experience placements
- Ensure that Management Colleague Development records of are kept updated
- Prepare the monthly calendars and reports in a timely manner
- Prepare the annual calendar (Off Job trainings) in a timely manner
- Updating & monitoring L&D data base as needed
- Attending morning briefings as needed
- Issue the required certification for colleagues who attended and completed corporate training programmes..etc
- Following and sharing LD Polices to the required Departments
- Monitoring on line rating on Trip advisor, booking.com,
- Following Hotel Polices as required
- Attending LD & HR meetings.

Front Office Team Leader · Media Rotana Hoitel, Dubai UAE · UAE, Dubai

Decembrie 2012 - Ianuarie 2014 · 1 an 2 luni

- Assisting guest and Reservation Department with confirmations, room need requests, and questions.
- Knowledge of hotel products, services, hours of operation and other information as requested.
- Knowledge of loyalty programs Rotana Rewards Exclusive, Rotana Rewards Select.
- Greeting guests warmly and perform registration procedure.
- Provide guests with appropriate room assignments, room keys, directions to the room, facilities of the hotel and offering up-selling when appropriate.
- Assist guest with issue and complaints, with empathy and focus on guest satisfaction, use team leader and managers support when necessary.
- Verify payment for stay including incidental costs by obtaining credit information.
- Monitoring high balance of the guest.
- Receiving and posting payments by cash, credit cards, cheques... ect to guest accounts as designated.
- Facilitate guest departures providing accurate statements and ensuring guest satisfaction and collecting all payments due.
- Conducting site inspections for potentials guest as per requirements (hotel rooms, conference halls, restaurants, business center etc)
- Assisting Front Desk Agents as needed (handling guest complaints, upgrading guests as per the RRE, monitoring FDA's & guest interaction)
- Posting payments/closing PM as per requirements
- Conducting Briefings if required to every shift
- Shift feedback to Front desk Managers & Front Desk Director

Sef Hotel Zimbru · Zimbru

Decembrie 2016 - Decembrie 2011 · 5 ani 1 lună

- Hotel activities.
- Responsible for reception activities, customer requirements, advertising.
- Positive and upbeat approach to employee relations.
- Handling & resolving guest complaints.
- Concluding and negotiating contracts with national and international companies, travel agencies (site inspection of hotel facilities) etc.
- Making the reports for Police department, Immigration, Bureau of Statistics, etc.
- Organizing site inspection of hotel facilities for potentials clients.
- Organizing conferences, seminars, coffee breaks as per the guest requests..ect.
- Ability to ensure proper selection, training, motivation and counseling of all employees
- Certificate Holder - category A, Hotel Services. - by National Associations of travel agencies of Republic of Moldova

- Excellent eye for details can carry out actions to improve the appearance of the property, and employees as well as establish relevant actions that meet guest's expectations.
- Positive and upbeat approach to employee relations and guest complaints.
- Remarkable ability to ensure proper selection, training, motivation and counseling of all employees.

Studii: Superioare

Universitatea de Studii Umanistice din Moldova

Absolvit în: 2004

Facultatea: Drept

Specialitatea: Drept Economic

Cursuri, training-uri

Interviewing and Selection Skills, Group Training Techniques, Destination Leadership Programme, On Job Training, Managing Colleague Development, On Stage, Managing People Performance, First Aid

Absolvit în 2014

Organizator: Media Rotana Hotel, Dubai UAE