

## Training Manager, Front Office, Sales, Events Department

Женщина, 40 лет, высшее образование.

**Контактные данные соискателя доступны только на платной основе. Подробнее по ссылке: <http://www.rabota.md/cv/>**

Зарплата	9000 MDL
График работы	Полный рабочий день
Кишинев	Кишинев

### Опыт работы

3 года и 11 месяцев

январь 2014 - декабрь 2016  
2 года и 10 месяцев

#### Learning & Development Officer

**Media Rotana Hotel, Dubai UAE**  
(UAE, Dubai), Туризм, гостиничное дело

- 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.

декабрь 2012 - январь 2014  
1 год и 1 месяц

#### Front Office Team Leader

**Media Rotana Hoitel, Dubai UAE**  
(UAE, Dubai), Туризм, гостиничное дело

- 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

декабрь 2016 - декабрь  
2011  
5 лет

## Sef Hotel Zimbru

### Zimbru

(Кишинев), Туризм, гостиничное дело

- 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.

## Образование

## Высшее образование

по 2004

Universitatea de Studii Umanistice din Moldova, Drept  
Drept Economic

## Instruire continua, cursuri de formare

2014

Interviewing and Selection Skills, Group Training Techniques, Destination Leadership Programme, On Job Training, Managing Colleague Development, On

## Ключевые навыки

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Steps & requirement on how to conduct an Interview  
How to conduct and create trainings for the colleagues  
How to become a leader  
How to conduct trainings in the department  
How to develop the colleagues knowledge, motivation  
How to perform in front of people

## Владение языками

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Румынский	Родной
Русский	Свободно владею
Английский	Свободно владею

## Дополнительная информация

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Гражданство	Молдова
Водительские права	В
Личный автомобиль	есть личный автомобиль
О себе	I Am a positive person, team player, hard working, responsible,friendly, self-motivated, well organized and always willing to learn something new.