

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 Policies to the required Departments
- ☐ Monitoring on line rating on Trip advisor, booking.com,
- ☐ Following Hotel Policies 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

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

Румынский	Родной
Русский	Свободно владею
Английский	Свободно владею

Дополнительная информация

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.