RABOTA MD

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41 ani
Feminin
Chișinău
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.

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

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 baze 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 satisfactionand 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 · Chișinău

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 Tchniques, 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