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Manager / Assistant Manager

Despre mine

Customer service
Excellent communication skills with both coworkers and clients
Forecasting
Target setting
Action Plan
Supervising
Creative thinking
Strategic thinking
Planning and organizing
Monitoring and Evaluating
Results' Appraisal
Sales

Experiența profesională

Meeting and Events Assistant Sales Manager ·
Radisson Blu Leogrand Hotel Chisinau 5* · Chișinău
Iulie 2018 - Iulie 2019 · 1 an 1 lună

Responsibilities and achievements as a Meeting and Events Assistant Sales Manager:
Surpassed the Third-Quarter M&E revenue target with 9% and the Fourth-Quarter earnings with 24%;
The annual M&E revenue for the year of 2018 amounted to an increase of 11%;
Coordinated the revenue-driven sales strategy for New Year Corporate Parties; exceeded the revenue target for Corporate Party Segment with 33%;
For the second half of the year, with respect to M&E Evaluation survey results, a guest satisfaction score of 93, 3% was registered and an annual guest satisfaction result of 90, 9%;
Initiated and coordinated the M&E Department's daily work tasks switch to Opera Sales & Catering integration;
Initiated and coordinated the Wedding Winter Promotion for the sake of increasing the number of weddings held on Convention Centre's premises and for increasing market awareness;
Created the new Banquet Kit: revision of menu items, packages etc., with assistance of Executive Chef and the Director of Sales;

👤 31 ani
♀ Feminin
📍 Chișinău

Preferințe

- Full-time

Limbi

- **Română** · Fluent
- **Rusă** · Comunicare
- **Engleză** · Fluent
- **Franceză** · Elementar

Proposed and implemented the Birthday Brunch Promotion;
Initiated and coordinated the Value Certificate aimed to trigger Weddings' organizing, distributed at Jewelry Companies from Chisinau, as a tool of endorsement;
Proposed and coordinated the Loyalty Strategy focusing on rewarding the M&E local, frequent accounts;
Mainly being in charge of organizing Pharma/Medical Segment's business meetings;
Supervising the Meeting and Events Sales Department.

Cruise Specialist and Corporate Travel Consultant · Carpatour Travel Agency, Brasov, Romania

Noiembrie 2017 - Aprilie 2018 · 6 luni

Duties as a Cruise Specialist and Corporate Travel Consultant:
Responding to quotation requests for both domestic and international corporate travel arrangements: air travel, hotel accommodation and transfer;
Issuing air flight tickets through low-cost airlines' platforms and IATA flight tickets through Dertour Flugfinder;
Custom tailoring for cruise vacation packages;
Apply suggestive selling, by recommending ancillary services: rent-a-car services, transfers and medical and/or Storno insurances;
Manage the Travel Agency's website by weekly updating promotional offers;
Help Leisure Department by occasionally assisting customers in choosing the best city break option or vacation package, taking into account their needs;
Billing and issuing invoices, contracts and if applied, travel documents through Qtravel system;
Achieved monthly individually set targets.

Meeting and Events Sales Representative (Project-based job) · Radisson Blu Leograd Hotel Chisinau 5* · Chişinău

Iunie 2017 - Septembrie 2017 · 4 luni

Duties as a Meeting and Events Sales Representative:
Demand calendar elaboration;
CRM system implementation for Meeting and Events Sales Department with IT Department's assistance;
Competition analysis for Groups and Meeting and Events;
Marketing collateral elaboration for M&E, such as Seasonal Conference Promotion for August and December, Corporate Events Party Offer, etc.;
RFP completion and Offer/Contract/BEO elaboration.

Meeting and Events Sales Representative ·
Radisson Blu Leograd Hotel Chisinau 5* · Chişinău
Septembrie 2015 - Septembrie 2016 · 1 an 1 lună

Duties as a Meeting and Events Sales Representative:

Enquiries handling whilst maximizing sales;

Preparation of sales-related documents: Offer/Contract/BEO elaboration;

Assisting in the setting of the M&E sales plan action with respect to seasonality;

Permanent team support on reaching company's common goals;

Proactively handling any on-the-spot issues and eliminate any emerging problems on the event day;

Interaction with guests to obtain honest feedback based on product-service mix delivery;

Driving customer loyalty;

Recommending changes with respect to marketing mix, following daily observations;

Providing historical records on customer sales/interactions.

Front Office Agent and Hostess · Atlantica
Imperial Resort 5*, Rhodes, Greece

Mai 2014 - Septembrie 2014 · 5 luni

Duties as a Front Desk Agent:

Processing check-in and check-out;

Ensuring guests are having an excellent overall stay while completing daily tasks, such as customer assistance;

Solving guests' problems with a professional attitude;

Implementing up-selling techniques;

Occasionally escort guests to their room in case of rush times;

Answer telephones while using adequate etiquette;

Elaborating personalized customer satisfaction surveys.

Duties as a Hostess:

Greeting/seating guests;

Anticipating guests' needs;

Developing and also maintaining positive relationships with both guests and restaurant personnel;

Monitoring dining area for seating availability, service and well-being of guests.

Studii: Superioare

The Manchester Metropolitan University, United Kingdom
(Campus: American Hotel Academy, Romania)

Absolvit în: 2018

Facultatea: Master of Science

Specialitatea: International Hospitality & Tourism Business Management

**The Manchester Metropolitan University, United Kingdom
(Campus: American Hotel Academy, Romania)**

Absolvit în: 2017

Facultatea: Bachelor of Arts (Hons)

Specialitatea: International Hotel Business Management

Cursuri, training-uri

Diploma - Entrepreneurial Competencies

Organizator: awarded by American Hotel Academy accredited by the Ministry of National Education and Scientific Research from Romania

Diploma - Hotel Director

Absolvit în 2015

Organizator: awarded by American Hotel Academy accredited by ANC Romania (National Qualifications Authority), recognized by all EU member countries