

## Back Office Specialist / Assistant

Uchádzača overíme na vašu žiadosť

Očakávaná mzda: **1 300 €**

Cena: **1 560 € bez DPH**

### Preferovaná pracovná pozícia

Back office špecialista

Správca ubytovacieho zariadenia

Asistent manažéra

Koordinátor

Pomocný pracovník

### Preferovaná lokalita

Bratislava

### Jazyky

Poľsky - Expert (C2)

Anglicky - Stredne pokročilý (B2)

Slovensky - Začiatočník (A2)

### Zručnosti

Microsoft Office - Pokročilý

## Pracovné skúsenosti / Work experiences

06/2019 - 03/2020

### Assistant Housekeeping manager

Zameranie spoločnosti:

*Hotel*

- » assist Housekeeping Manager in all duties, tasks and responsibilities
- » fully substitutes Hskp Manager in case of their absence or time off work and in all their duties
- » schedules employees following forecast occupancy
- » assist in supervising the daily activities of the hskp staff
- » daily and random inspections of the hotel property
- » monitors guests feedback on customer surveys and platforms, identifies problem areas and formulates solutions
- » oversees inventory, purchasing, disbursement and cost control for housekeeping supplies
- » makes sure service is up to standards and teamwork function well
- » identifies training needs
- » co-ordinates availability of rooms with Front-Office
- » monitors and makes sure hskp follows all applicable laws with regards to health, safety and security of employees and guests

08/2018 - 06/2019

### Booking Manager

Zameranie spoločnosti:

*Travel agency*

- » responsibility of polish area events
- » daily communication with content and sales team
- » establishing contacts with attraction suppliers in Poland to create an offer of various packages for groups
- » creating packages and price lists for the content team
- » creating coordinator teams with guides in the direct destinations
- » accepting orders from the sales team for the organization of events in the most popular destinations in Poland
- » planning and booking of accommodation, transfers and activities for groups
- » final confirmation of the event booking to the sales team and providers
- » collecting, checking compliance and submitting invoices to accounting to pay the event
- » creating a schedule for coordinators of guides

- » communication with coordinators of group guides in all destinations to ensure the best quality of service

03/2016 – 04/2018

### **Stewardess**

Zameranie spoločnosti:

*Hotel*

- » responsibility for passengers comfort of an exclusive hotel operation (provide on 4-star international standard)
- » daily care for the condition and cleanliness of guest rooms and ship areas
- » securing the necessary equipment under the ship standards
- » obligation to take care of passengers' laundry
- » daily interaction with guests. Taking part in games for guests.
- » correct and careful handling of all cleaning products, materials and housekeeping equipment
- » checking and reporting technical defects of staterooms to the reception

05/2014 – 05/2015

### **Assistant F&B Business Leader**

Zameranie spoločnosti:

*Cruises depart*

- » maintaining quality standards and services for guests of restaurants, bars and cafes onboard
- » planning table reservations to maximize the occupancy of seats available at all restaurants on board
- » contact with cooperating external agencies (B2B) and preparation of gastronomic offers
- » planning and management of themed events on board
- » close cooperation with chefs, bar chefs, head waiters
- » daily handling of complaints from guests and reporting to BL F&B
- » settlement and invoicing of gastronomic services for organized groups
- » preparation of daily statistics and operator sales turnover values
- » preparation of pax forecast and passenger profiles
- » designing, creating and updating menus, posters, signs and flyers

04/2011 – 05/2014

### **Service Assistant Hotel**

Zameranie spoločnosti:

*Hotel*

- » maintain the interior of staterooms in the deluxe area and provide the highest standard of care to guests
- » refilling supplies and taking care of details, esthetics
- » assistance with accommodation during check-in and check-out operations

## Vzdelanie / Education

2007 - 2010

**University**

Management in Sport and Tourism