**EVA**



**PROFILE**



A skilled senior professional with 10+ years of diversified experiences in the hospitality industry. **5 languages** spoken in advance level, including English and German. Highly motivated and committed to establish myself as a professional in the **Hospitality,** **tourism, leisure & entertainment** Field. Proactive person, able to work in a multitaskingenvironment with competing deadlines and used to international contests.

**Hospitality &**

**Tourism manager**

Eve.347201@2freemail.com

 Nationality: Czech

**Qualification**

School of hospitality and tourism Professional Diploma Czech Rep 1999- 2003

**PROFESSIONAL EXPERIENCE**



**Hotel U Matasů. (**N. Room: 50. Central location in city) **Plzeň, Czech Republic**

***Hotel Manager*** **2011- present**

* Supervises general operations to guarantee the fulfillment of the established service, quality, image, functionality, maintenance and security standards
	+ Execution of marketing campaigns for the hotel and F&B outlets to increase brand awareness and generate revenue, ensuring maximum ROI for each activity.
	+ ROI analysis of each operation to provide periodic reports to the hotel’s stakeholders.
	+ Organization of special events, media launch and on site photo-shoots.
	+ Creation of a social media strategy, track and analysis of results and effectiveness.
	+ Implementation of digital campaigns targeting new markets across different channels.
	+ Development and growth of the hotel’s databases to promote all hotel activities.
	+ Collaboration with multicultural team to ensure implementation of marketing activities

**La Colombe Travel, Achrafieh** **Beirut, Lebanon**

***Travel Guide, Manager*** **2008-2010**

Company: branch of Czech Group CK Fatima. Hospitality, Tourism, leisure, entartainment

* Organization and management of onsite activities
* customer relathionship management ensuring that the tour is fulfilling the plan
* dealing with emergencies
* liaising with hotels, coach companies, restaurants and other clients
* organising and attending tourism events, conferences, workshops and exhibitions
* writing reports and maintaining records

**Hotel and Restaurants** **Plzeň, Czech Republic**

***Hotel Restaurant supervisor, assistant manager*** **2005- 2008**

* Managing accounts of Clients. Coordination of Training Programs, Administrative tasks.

**KEY SKILLS**

* **5 Languages**: English (fluent), Czech (mother tongue), German, Slovak, Croatian (fluent)
* IT Skills: Microsoft Office programs (Word, Excel, Power Point)
* Good team player well organized and constantly committed to develop my skills and knowledge.
* Having a flexible attitude and positive approach
* Able to tactfully deal with difficult and sensitive situation



**INTEREST**



Sports (swimming, skiing), fashion (design my own clothing), cooking, traveling

**Additional Note**: BIG 5 Exhibition experience held in **Dubai** (UAE) in 2016. FilaChemcals Group (Middle East, Asia branch)