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**Name Surname:** Gökhan Özzeybek

**Adress:** Tepebaşı Mahallesi Çapraz Sokak no:10/19 Keçiören / ANKARA  **Mobile:** 0535 939 24 82

**E-mail:** gozzeybek@gmail.com / gokhanozzeybek@hotmail.com

**Personal Information :
Date of Birth :** 20/06/1982
**Marital Status :** Married
**Driving License :** B

**Education :**

**September 2001 – June 2006**
Başkent University
Faculty of Commercial Sciences
Tourism and Hotel Management

**Foreign Languages:
English**
Reading: 9 Writing: 8 Speaking: 8
**Russian**
Reading: 5 Writing: 5 Speaking: 4

**THE GREEN PARK ANKARA**

**Front Office Manager**

**05/2018 - Continue**

• Recruiting, training & mentoring the Front Office.
• Planning, coordinating and controlling Front Office operation.
• In charge of hotel online survey management
• Guest relations including complaint management.
• Monitoring the extranet/web channels and reservations.
• Controlling financial transactions and cash handling procedures.
• Handle hotel operation in the absence of General Manager

**HILTON GARDEN INN ANKARA**

**Front Office Manager**

**09/2015 - 05/2018**

• Part of the pre-opening Hotel team.
• Manning & Rosters execution.
• Lead Front Desk operations.
• As hotel champion and Promote company loyalty program
• Reputation Management Analysis.
• Active part in the Hotel’s marketing campaigns
• Handle requests for events and parties.
• In charge of hotel operation in the absence of Hotel Manager.

• Monitoring the extranet/web channels and reservations.
• Controlling financial transactions and cash handling procedures.
• Handle hotel operation in the absence of General Manager.

**BERA HOTEL ANKARA**

 **Front Office Manager**

**08/2014 – 09/2015**

• Recruiting, training & mentoring the Front Office.
• Planning, coordinating and controlling Front Office operation.
• In charge of hotel online survey management
• Guest relations including complaint management.
• Monitoring the extranet/web channels and reservations.
• Controlling financial transactions and cash handling procedures.
• Handle hotel operation in the absence of General Manager.

**BARCELO ANKARA ALTIEL HOTEL**

**Asistant Of Front office Manager**

**08/2013 - 08/2014**

• Coordinating the Front Office team.
• Making relevant reports, quality control and internal audits.
• Handling all Front Office operations.
• Manning & Rosters execution.
• Overall reception tasks.
• Allocating rooms accordingly
• Welcoming VIPs
• Ensure the SOPs are efectively used in operation

**BARCELO ANKARA ALTIEL HOTEL**

**Front Office Supervisor**

**07/2009 – 08/2013**

• Coordinating the Front Office team.
• Handling all Front Office operations.
• Manning & Rosters execution.
• Making relevant reports, quality control and internal audits.
• Overall reception tasks.

**GORDION BOUTIQUE HOTEL ANKARA**

**Duty / Operation Manager**

**05/2008 – 06/2009**

**GORDION BOUTIQUE HOTEL ANKARA**

**Front Office Supervisor**

**06/2006 – 11/2007**

**DEDEMAN HOTEL ANKARA**

**Sales Executive**

**01/2004 – 06/2004**

**MAJESTY OASIS BEACH ANTALYA**

**Night Audit / Represantative Night Manager**

**06/2001-10/2004**

**Computer&System Skills**Microsoft Office Fidelio , Opera , Electra , Onq

**Hobbies and Interests**
Reading book, Travelling, Wasting time with my family

**Reference**

 Levent Özaygen,

 Hilton Garden Inn Ankara - General Manager Phone: 0312 471 44 44

Ümral Demir

 Hilton Garden Inn Ankara - Accounting Manager Phone : 0312 471 44 44

Ömer Polat,

 Hilton Bursa Convention Center & Spa Hotel Human and Resources Manager Phone : 0535 749 15 03