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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](mailto: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](Tel: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