

Alex Csanyi

alex.csanyi@gmail.com

+44 (0)7914085456

I am a very enthusiastic and motivated professional with excellent temperament to multi-task and coordinate various activities under high pressure; articulate and precise.

Work experience

Reservations Supervisor, Novotel (182 bedrooms), Central London
(August 2015 – Present)

- The day to day running of the Reservations Department, including individual and group reservations.
- Maintaining high levels of competitor awareness along with constantly improving product knowledge in order to maximize revenue and service provided.
- Maximizing sales by encouraging the Front Desk / Reservations team to upsell rooms through incentives as well as upselling the hotels facilities at every opportunity.
- Liaising with the Accounts Department to ensure the up-to-date and accurate preparation of commissions tracking, credit facilities and payment schedules for all reservations.
- Assisting the Revenue Manager in the development of best practice standards. These best practice standards include: telephone techniques, data capturing, inputting standards, correspondence standards etc.
- Conducting daily checks on reservations inputted to ensure accuracy with rates, market segments, room allocations, special requests and to ensure that all reservations taken are guaranteed from the outset as outlined in the Reservations Policy.
- Ensuring the Front Desk / Reservations team is constantly updated on pricing and revenue management developments and assisting in designing and communicating the best selling strategies and tactics to optimize revenues.
- Analysis of rate reports and the production of policies relating to rate strategy.
- Analyzing and reporting on booking trends.
- Assisting in the preparation of the weekly and monthly reports.
- Assisting the Front Office Manager in the management of daily operations and the front office team.

Front Office Agent/Assistant to Reservations Supervisor, Novotel, London
(24th of October 2013 – August 2015)

- **I was employee of the 2nd and 4th quarters and employee of the year 2014.**
- I was promoted to the assistant to the reservations manager position in 2014 and I was promoted to the reservations manager position in 2015.

Receptionist / Trainee Manager, Gairloch Hotel, Scotland
(6th of May 2013 – 10th of September)

- The core responsibilities: assisting the management in day-to-day activities, **managing administration** and facilities, **petty cash transactions** and employee reimbursement, management of local purchase.
- I was given the additional responsibility of training new personnel in customer services as and when required.

Guest Services Officer, Carnival Cruise Lines, USA
(17th of April 2012 – 17th of November 2012)

- Duties ranged from assisting guests, **resolve enquiries and complaints and handling all kind of transactions.**
- I successfully completed several side duties. I displayed good knowledge of the operational aspect and clear understanding of documentation. I successfully completed all exams and trainings with excellent results.

Cross Training, Anna Grand Hotel; Ipoly Residence*****, Hungary
(1st of May 2011 – 31st of August 2011)

- In this role as a member of the back office team I gained experience in the daily duties of the **marketing, sales** and reservations team.
- Participation in the management of sales actions, customer portfolios and customer data base, **negotiation with customers** and the **development of new business opportunities.** I also gained experience in managing and improving the online content and design and production of promotions.

Camping Reception Leader, Balatontourist, Hungary
(1st of May 2010 – 10th of October 2010; 1st of June 2009 – 10th of October 2009)

- This role included taking and reporting any reservations, handling all guest enquiries, **conducting audit** and controls on a regular basis, following bank-out and cash handling procedures.

Skills

- I held Supervisor positions and learned to lead, multi-task, and make sound decisions in fast-paced environments.
- Standards driven and detail-orientated with the ability to organize and plan ahead.
- Languages: Intermediate German and Fluent Hungarian.
- I work on a daily basis with the **Microsoft Office** suite: **Word, Excel** (pivot tables, V lookups, ...), **Power Point, Outlook.**
- Working Knowledge of: **Opera, Opera9, Flexys, Amadeus, Fidelio, Hostware, Campman, Secure CRT, iCare, TARS, EzRms, ANAIS (Salesforce).**

Education

University of Pannonia, Faculty of Economics, BSc Degree 4.2/5 (2:1)

Hospitality & Tourism Management

Hungary (September 2008 – January 2012)

- Principal subjects: Economics, Sales Techniques, Business IT, Finance, Accounting

Internship: Continental Automotive Hungary GmbH.

Finance / Accounting / Logistics

(10th of October 2011 – 15th of January 2012)

ESSEC Business School, (online course certificate)

Hotel Management: Distribution, Revenue & Demand Management Specialization

(January 2016)

References are available upon request