# Aghayeva Aysel

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**Personal information**

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Date of birth: 24/11/1989

Place of birth: Khachmaz

Nationality : Azerbaijani

Citizenship: Azerbaijanian

**Education**

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Masters degree: Azerbaijan State Oil Academy, MBA (2011- 2013)

Bachelor degree: Azerbaijan University of Languages, English faculty (2007- 2011)

High school: Khachmaz region school n. 7

**Work Experience**

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**‘ Fairmont Baku’, Guest Relations Supervisor (01/10/2013- current job)**

* Supervising agents, assistisng them with issues that may arise and making sure that all tasks are completed up to Brand standards to guarantee maximum custoemr satisfaction
* Doing the weekly schedule and monthly payroll of the department in 1C software
* Keeping all the charges of the department under control making sure they are upto the forecast and budget
* Calulating telephone revenue of the hotel and providing other departments with monthly telecommunication costs
* Organizing monthly communication meetings of the department
* Recruiting new staff members by posting new vacacies and interviewing candidates
* Training new colleagues and old ones and to regularly audit the team for service improvement, quality check and identifying training needs of the department
* Liaising with other departments in regards to special guest requirements
* Dealing promptly and effectively with any customer complaints
* Coordinating with rooms coordinator on all room allocations,ensuring effective communication of these with receptionists
* Covering rooms coordinator shift if required
* Checking potential room revenue for any discrepancies and do necessary corrections

**‘ Fairmont Baku’, Lead Royal Service Agent (0 1/05/2013- 30/09/2013)**

* Preparing the department schedule
* Delegating the daily tasks to the staff
* Monitoring the overall flow of the processes in the department
* Provide the management with daily, weekly and monthly reports
* Providing new colleagues with training and refresher and informative trainings for the satff
* Have a sufficient working knowledge of all departments, in particular Housekeeping, Front Office and Engineering
* Maintain and monitor the “Royal Service” software system
* Serve as a liaison for Guests requiring information relating to all aspects of the hotel
* Handle and distribute faxes, voice messages and written messages for internal and external Guests
* Have full knowledge of the hotel’s emergency procedures
* Follow department policies, procedures and service standards
* Follow all safety policies
* Coordinate all housekeeping communications activities
* A member of hotel loyalty committee- taking part in committee meetings, providing the hotel staff with needed training about the loyalty program, preparing promotion activities for the customers

**‘ Fairmont Baku’, Royal Service Agent ( 15/12/2011- 30/04/2013)**

* Process all external and internal calls either by redirecting calls or assisting the caller
* Take ownership of the caller’s request and ensure follow up according to the hotel’s standards
* Have a sufficient working knowledge of all departments, in particular Housekeeping, Front Office and Engineering
* Maintain and monitor the “Royal Service” software system
* Serve as a liaison for Guests requiring information relating to all aspects of the hotel
* Handle and distribute faxes, voice messages and written messages for internal and external Guests
* Have full knowledge of the hotel’s emergency procedures
* Follow department policies, procedures and service standards
* Follow all safety policies
* Coordinate all housekeeping communications activities
* A member of hotel loyalty committee- taking part in committee meetings, providing the hotel staff with needed training about the loyalty program, preparing promotion activities for the customers

**‘ Liderfarm’ , Foreign Affairs Manager (4/2011- 10/2011)**

* Find out the demand for medical products in the maret
* Find relevant suppliers in the international market
* Negotiate the price of the products and their shipping and delivery terms and conditions
* Provide the documents needed for purchase and government registration
* Dealing with the rebranding of the purchased products
* And other assigned duties

**‘ ABC’, English teacher ( 1/ 2011- 4/2011)**

**‘ Special English’ , English teacher (3/2010- 12-2010)**

**Language skills**

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| English( fluent), Russian (good), German (elementary), French (elementary)  **Computer skills** |
| MS Word, MS Excel, MS Powerpoint, MS Access, Internet , 1C  **Training** |
| Train the Trainer Training  Leadership Promise |