



# VOICU RAMONA

## HOTEL MANAGER

*Energetic natural activator, with excellent motivational and communication skills, very knowledgeable and enthusiastic about hotel operations. Provides a hands-on management technique by adapting to challenges and providing the utmost customer service. Tactically cognizant, strategically resourceful, results-oriented and passionate about creating consistency and delivering unbelievable guest experiences.*

## EXPERIENCE

### HOTEL MANAGER

BRITTANY FERRIES

Apr 2018 – Present

- Management – Responsible for the day to day operational management of all aspects of the on-board services operation.
- Financial – Ensure that all relevant targets set within the on-board services budgets are met or exceeded. Monitor and control on a continual basis all budgets and targets.
- Customer Service – Responsible for ensuring that the highest level of customer service is delivered at all times. Encouraging maximum proactivity in customer interaction. Assuring that the ships facilities and products are maintained and presented to the highest standards at all times.
- Personnel – Responsible for the effective management of all on board Catering Personnel, ensuring the highest levels of motivation, commitment and teamwork are maintained throughout. Responsible for coaching and developing all members of the team in order to realize their full potential.
- Communication – Ensure that maximum levels of communication throughout the Catering department and beyond are constantly achieved whilst actively seeking the views and feedback of the team.
- Health and Safety – risk assessment compilation, discussion and management in relation to Catering activities and Passengers, working in conjunction with the onboard Safety Officer; Accident, Near Miss and Hazard reporting – ensure all passenger damage, customer and Catering staff accidents are recorded, reported and followed up as appropriate.
- Ensure application and adherence to all relevant corporate policies e.g. Company Safety, Environment, Energy and Quality policy, Company Management, System Procedures, Standing Orders, Code of Safe Working Practices, Route and Charter policies
- Muster list compliance – ensuring all Catering Personnel are adequately certificated and fully familiar with all relevant emergency procedures.
- Represent Catering Department and ensure compliance with audit process – including ISM/ISPS/MLC audits, Accounting audits, Environmental and Port and Health audits, etc.
- Liaise with Master and Chief Engineer on all shipboard management issues.
- Attend weekly H.O.D. meetings representing Catering department – ensure all action points are followed up.
- Conduct regular inspections of passenger areas, galleys, service areas and storerooms to identify/remove hazards and ensure good housekeeping.

Str M20, nr 37, Mamaia Sat  
Vila Dalia, Navodari  
Romania 900701  
+40 723385170

[ramonavoicu@yahoo.com](mailto:ramonavoicu@yahoo.com)

## SKILLS

- Customer and Personal Service
- Administration and Management
- Active Listening
- Service Orientation
- Time Management
- Judgment and Decision Making
- Personnel and Human Resources
- Staff Training and Development
- Detailed and meticulous, with high expectation towards quality delivery
- Strong leadership skills with ability to coach, mentor, train and develop staff

## PURSER

### ROYAL CARIBBEAN INTERNATIONAL

2016 – 2017

- Dealing with any passenger queries, complaints, and follow up to ensure guest satisfaction
- Providing and supervising all services of the Guest Services desk including, but not limited to: cash services, foreign exchange, tracing missing luggage, baby-sitting arrangements, safety deposit box service, lost and found service, managing guest's accounts, and broadcasting ships announcement in different languages
- Inventory and ordering supplies for the department, including wine and complimentary gifts for the royal and VIP guests
- Managing the gift orders for the guests ensuring arrangements, delivery and satisfaction
- Assisting guests with immigration and custom procedures and forms
- Assisting guests during boarding and departure process, including establishing on board accounts, on board credits, selling and printing Shore excursions tickets and closing of guest accounts
- Preparing activity plans for royal and VIP guests such as bridge visits, behind the scenes visits, games, parties or beautiful and scenic destinations liaising with all departments to ensure guest satisfaction

## PURSER / FRONT DESK MANAGER

### AMA WATERWAYS RIVER CRUISES

2015

- Responsible for the Ship's Clearance, Ship's Cashbook, Passengers'/ Crew accounting, Reception (Front Office / Back Office), Crew List, Ship's Certificates
- Dealing with any passenger queries, complaints, and follow up to ensure guest satisfaction
- Oversees the supervision of passenger service at the front desk, passenger embarkation and disembarkation and medical disembarks
- Performing the end of cruise reports and analysis
- Responsible for planning, organising, delegating special functions in the department.
- Organizing vacation schedules in the Administration department together with Hotel Manager.

## PURSER / FRONT DESK SUPERVISOR

### IRISH FERRIES

2008 – 2014

- Supervising Front Desk Operation, organizing embarkation and disembarkation
- Responsible for all public announcements, Captain's announcements & translations
- Providing all services of the front desk, including, but not limited to: cash services, safety deposit box service, lost and found service
- Responding to guest complaints, taking ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction
- Accepting revenue and floats from restaurant cashiers, accepting and lock away keys from various departments, issuing change to all departments when required; ordering cash for the vessel
- Assisting in recruitment of reception staff & training
- Assist at weekly meetings with pursers/ supervisors, follow up on issues raised
- Assisting Chief Purser with crew movements, weekly rotations, payroll, and crew cabins assignment
- Assist with defibrillator and CPR in first aid emergency

## COMPUTER PROFICIENCY

•Microsoft Office, Outlook, Fidelio, Ferryres, Encore, Apass, DBC, Ving, AS400, ASR, Kronos, Lotus Notes, Carus Management, Aurora

## SHORE EXCURSION/CRUISE STAFF

CELEBRATION CRUISE LINE

2007– 2008

- Assisting Cruise Director in the running of the daily activities
- Assisting Shore Excursion Manager with the tour sales at the desk and tour dispatch, shore excursion presentations on ports of call, customer complaints relating to tours
- Passenger announcements relating to shore excursions
- Passenger communications and letters relating to shore excursions affected by itinerary adjustments/complaints
- Participation in shore excursions
- Mingle with guests during operational hours and maintain a professional image at all times
- Assisting at Captain's Cocktail Parties
- Assisting with the Embarkation/Disembarkation of guests
- Assisting with weddings & renewal of vows

## EDUCATION

### BAC FOREIGN LANGUAGES, ENGLISH & FRENCH

B.P.HASDEU COLLEGE, BUZAU, ROMANIA

2000

### CERTIFICAT DE FRANÇAIS DU TOURISME ET DE L'HÔTELLERIE

ALLIANCE FRANÇAISE, CONSTANTA, ROMANIA

2003

### BA DEGREE IN FOREIGN LANGUAGES FRENCH & SPANISH

OVIDIUS UNIVERSITY, CONSTANTA, ROMANIA

2004

### BA DEGREE IN COMMERCIAL & TOURISM MANAGEMENT

DIMITRIE CANTEMIR UNIVERSITY, CONSTANTA, ROMANIA

2013

## LANGUAGES

ENGLISH	Full professional proficiency
FRENCH	Full professional proficiency
SPANISH	Professional working proficiency

## MARITIME QUALIFICATIONS

- Security Awareness Training
- Basic Safety Training
- Crowd Management
- Crisis Management and Human Behaviour Training Course
- Manual Handling
- COSHH
- Marine Evacuation System

*My objective is to find a professional and challenging place of work, to be able to use my capabilities, skills, education and experience.*