



Turana Salmanova

Date of birth:31/03/1985 | **Nationality:**Azerbaijani | (+994) 557501686 |

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WORK EXPERIENCE

06/2022 – 09/2024 – Baku, Azerbaijan

HOUSEKEEPING MANAGER –GOLDEN COAST HOTEL

- Monitor all the daily operations of the housekeeping department, including the cleanliness of all guest rooms and public areas daily.
- Lead, hire, and train hotel housekeeping staff to adhere to our high standards of cleanliness and customer satisfaction.
- Oversee the housekeeping department budget, take inventory, and ensure there is a stock of adequate cleaning supplies.
- Document areas cleaned by room attendants and report any issues such as room damage or maintenance requests to the front office.
- Ensure all cleaning equipment is in proper working condition and make arrangements for repairs as needed

04/2018 – 05/2022 – Baku, Azerbaijan

SALES MANAGER – GOLDEN COAST HOTEL

- Responsible for developing a portfolio of accounts through new business development
- Also in charge of looking for opportunities and for managing the full negotiation and close process with clients from start through to finish
- Managing the sales process for new prospects, from initial contact through to closure
- Dealing with customer enquiries face to face, over the phone or via email
- Contacting prospective customers and discussing their requirements
- Achieving all revenue targets & objectives in line with the Area Business Plan
- Working close with the marketing team to produce and sales collateral required for the target market
- Developing & maintaining successful business relationships with all prospects
- Identifying customer needs
- Planning and organizing the day to ensure all opportunities are maximized
- Developing a full understanding of the business market-place

08/2013 – 03/2018 – Baku, Azerbaijan

GUEST SERVICE REPRESENTATIVE – HILTON BAKU

- Organize, confirm, process, and conduct all guest check-ins/check-outs
- Process all guest requests and relay messages
- Supply guests with directions and information regarding property amenities, services, and hours of operation, and local areas of interest
- Ensure that any outstanding requests or problems from the previous day receive priority and are resolved
- Complete designated cashier and closing reports in the computer system

04/2013 – 07/2013 – Baku, Azerbaijan

Housekeeping Attendant-HILTON BAKU

06/2009 – 09/2009 – Anchorage, United States

SEAFOOD PROCESSOR – COPPERRIVER SEAFOOD

- Working on production line
- Packing, bagging, boxing and shipping inventory

EDUCATION AND TRAINING

09/2008 – 05/2012 – Baku, Azerbaijan

BACHELOR IN ENGLISH PHILOLOGY – Tafakkur University

Address Baku, Azerbaijan

2020 – 2021 – Baku, Azerbaijan

CERTIFICATE OF SUCCESSFULLY COMPLETION – Baku Tourism Vocational School

Address Baku, Azerbaijan

LANGUAGE SKILLS

Mother tongue(s): **AZERBAIJANI** Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
FRENCH	B2	B2	B2	B2	B2
RUSSIAN	B1	B1	B1	B1	B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

My Digital Skills

Advanced Microsoft Office | Particularly Microsoft Excel user | Bat

Salesforce CRM Training, Trailhead Adventure

Data Management, Data Modeling ,Formulas and Validations

Accounts and Contacts for Lightning Experience

MANAGEMENT AND LEADERSHIP SKILLS

Extremely committed to quality work and serving organization goals

Responsibility

Punctuality

Ability to prioritize and work in stressful situations

Good communication skills

Ability to work in a team