



ADEM PEKTAŞ

GSM: +90 5534273765

adem_pkts@hotmail.com

OBJECTIVE

I am a passionate hotelier as well as being a sales and marketing professional with extensive experience of 11 years through employment within Turkey and MiddleEast. And in-depth knowledge and hands on responsibilities in all global key source markets to ensure success within each of my posts. To be part of a progressive organization that gives score to enhance my knowledge, skills, confidence and to achieves goals while being resourceful innovative with the combination of honesty, sincerity and hard work. Moreover to move along with team destine for success and happiness, I have excellent skills in speaking, reading and writing in both Turkish and English as well as comprehending German with basic speaking skills.

WORK EXPERIENCES;

W Istanbul — *Senior Sales Manager (Deputy DOS)11/2016 – Current*
5 Star Luxury Hotel with 140 rooms and 1 restaurant and bar.

Acting as Director of Sales when DOS is not present. Developing customer accounts and travel within the local area to drive business into the hotel and to increase market/customer share in all revenue streams. Manage and updating a database and account portfolio and ensuring all necessary follow up work is carried out on time. Managing the team of 5 people. Having good relation with GCC markets, Attendig road shows, works shops, organizing exhibitions such as ATM, EMIT, Ace of Mice and ATIF.. Follow up the team for their daily sales activities. Preparing the reports to DOSM. Participate in planning and realization of sales campaign together with DOS within defined market segments. Turn around lagging operations and prepare companies for fast growth and profitability Communicate a clear, strategic sales vision, effectively training and coaching both veteran and junior sales team members. **The Winning Sales & Marketing Team for the 3rd Quarter of 2017 for the Europe Division.In 2017 first time ever in the history of the hotel since opening(2008) achieved;Highest MPI 117, Highest Occupancy in August with %94, First time ever budget is achieved.**

Radisson Blu Hotel Istanbul Atakoy— *Senior Sales Manager – Corporate - Leisure & Crew 01/2016 – 11/2016*
5 Star Upscale Hotel with 133 rooms and 1 restaurant and bar.

Preparing potential account list. Submitting the rates for all RFP's in Lanyon. Regular visiting current corporates & travel agencies & airlines. Preparing action plans for responsible segments which are Corporate, Leisure and Airlines. Developing customer accounts and travel within the local area to drive business into the hotel and to increase market/customer share in all revenue streams. Manage and updating a database and account portfolio and ensuring all necessary follow up work is carried out on time. Managing the team of 3 people due to current cluster organization. Leading the team for blitz which we had 3 since opening. Having good relation with GCC markets, Attendig road shows, works shops, organizing exhibitions such as ATM, EMIT, Ace of Mice and ATIF. **Achieved almost 2,000 room nights from fair exhibition organizations' right after opening of the hotel (Casali Tour&Expo Tour).**

Park Inn By Radisson Istanbul Airport— *Sales Manager - Corporate*
4+ Star Hotel with 154 rooms and 1 restaurant and bar.

02/2015-12/2015

Generate and maintain customers of the corporate segment through various sales activities (face to face sales calls, telephone calls, entertainment, site inspections etc.); thus ensure complete coverage of own portfolio of accounts and achieve targets and maximum productivity. Submitting the rates for all RFP's in Lanyon. Formulate and negotiate corporate offers and yearly contracts and any other required business correspondence. Closely monitor accounts revenue and business production for the corporate accounts and maintain up to date account & contact database in property management system. Have comprehensive and up to date knowledge of all properties' unique selling points, features, amenities, services and policies. Update the hotels on the negotiation/progress of every business deal and use the technology available for reports, communication and client correspondences.. **Generated 300.000 € Corporate business to Park Inn By Radisson Hotel through Mercedes and DHL Express contracted 2 annual BGR with almost 2500 room nights. Contracted crew accommodation daily 20 rooms from Atlas Global Airlines.**

Best Western Plus Doha (Qatar) *Sales Manager*

07/2014-02/2015

5 Star Hotel with 211 rooms and 1 restaurant and bar.

Managing and developing an assigned portfolio of corporate and travel agency accounts and determining number of targeted prospects as outlined by direct report. Planning and organizing sales calls, road shows, works shops, organizing and attending exhibitions such as ATM, EMITT and WTM Actively promoting and selling the image and the services of the hotel and the company including maintaining excellent business relationships with key corporate and travel agency clients. Maximizing revenue and achieving set annual group sales objectives. Conducting site inspections, sales visits and entertainments for potential and existing clients and attend industry trade shows, domestic and International. Maintaining accurate administration for recording, filing and follow up of all sales activities, including the execution of contracts, quotations, confirmations and payments.

Retaj Royale Istanbul Hotel— *Sales Executive –Corporate*

05/2013-07/2014

5 Star Hotel with 187 rooms+ 1 restaurant.

Handling local and government companies with individual and group potential for the hotel. Preparing potential account list. Regular visiting current corporates. Dealing with the group and individuals during their stay and meeting from beginning to departure. Ensuring permanent guest satisfaction Reporting to Sales Manager.

Casali Tour— *Sales Supervisor*

02/2012-04/2013

Responsible for fair groups which are holding on CNR and TUYAP fair centres. Coordinating ticket and accommodations of fair visitors, attenders. Organizing and operating of local & international hosted buyers fair attenders visitors individually and group hotel accommodation with fair organisers, distribute request to contracted hotels from which has already got allotments.

WoW Hotels&Convention Center—*Reservation-Reception Clerk*

06/2008-11/2011

5 Star and 4 Star Hotels with 600 hotel rooms and 3 restaurants and bars.

Reservation Clerk; Maintains good working relations with other departments and keeps close contact with regular guests, ensuring their needs are identified, and relayed to concerned departments for service delivery. Ensure all future reservations are checked to ensure complete and accurate details are held. Supervises the Reservations Agents in their daily duties, including pick-ups, travel agents' commissions, staff responses to clients, etc.

Reception Clerk; Welcoming guests, check-in & check-out, handling room reservations, assisting guests to settle bills, answering telephone calls, conveying messages, posting charges, daily reports, carrying out room service requests.

COMPUTER KNOWLEDGE:

Windows, Word, Excel, Power Point, Microsoft Access, Photoshop, Flash, Fidelio, Opera, Basic, Internet Applications, MSDOS(fair), Outlook,

LANGUAGE:

- Turkish-Mother Tongue
- English-Good.

TRAININGS:

- Duty Manager Training (03/2017)
- Creating Client Value (07/2016)
- Yes I Can Training (07/2015)
- Sales Essentials Training (08/2015)
- CRM (03 /2014)
- First Aid (10/2009)

COMPETENCIES:

Team player, leadership, self-motivated, communication, analytical thinking, flexibility, positive approach.

EDUCATION:

Karadeniz Technical University

Tourism and Hotel Management 2005-2010

PERSONAL INFORMATION:

Adress:Avclar / Istanbul

Marital Status: Married

Date of Birth: 06/10/1984

REFERENCES:

Will be provided up on request