



Erhan Sarlak

ADDRESS	DCONDO KATHU -PHUKET
MOBILE	+66620628884
E-MAIL	ERHANSARLAKAS@GMAIL.COM
DATE OF BIRTH	JULY 28, 1988
NATIONALITY / PASSPORT	TURKISH
LANGUAGES	TURKISH (NATIVE) - ENGLISH (CONVERSATIONAL IELTS LEVEL 7 FRENCH (BEGINNER LEVEL)
MILITARY	COMPULSORY MILITARY SERVICE COMPLETED

9 YEAR EXPERIENCE OF TOURISM AND HOSPITALITY INDUSTRY FOR 4 AND 5 STAR HOTELS IN VARIOUS COUNTRIES SUCH AS, ISTANBUL / TURKEY. LONDON/ENGLAND PHUKET/THAILAND CONSISTENTLY IMPROVING POSITION AND GIVEN RESPONSIBILITY AS A RESULT OF WORK PERFORMANCE. VERY EXPERIENCED WORKING WITH MANAGEMENT, OPERATION AND ADMINISTRATION. CREATING MARKETING AND MANAGEMENT STRATEGY, SYSTEM PROGRAMMING, SYSTEM SOFTWARE AND RELEASE MANAGEMENT, ROOM PRICING AND RATE PARITY, MARKETING WITH B2B/B2C WEB BASED PORTALS, SALES CHANNELS AND NEGOTIATE WITH AGENCIES. USING MS SOFTWARE FOR PRESENTATION AND MONITORING, ANALYSING DATA, FINDING RAPID AND CREATIVE SOLUTIONS FOR UNEXPECTED PROBLEMS ALWAYS STRIVING TO DEVELOP BUSINESS AND CLIENT BEHAVIOR SKILLS TO CONSTANTLY IMPROVE MY KNOWLEDGE, EXPERIENCE, CLIENT SATISFACTION AND VALUE FOR THE COMPANY.

Professional History

Site Manager *Eco Tech Development 2019-*

- SEARCHING MARKET FOR NEW INVESTORS OR BUSINESS DEVELOPERS TO START UP THEIR PROJECT (HOTEL - COMPOUND - RESIDENCE)
- GATHERING NECESSARY INFORMATION ON RELEVANT MARKET FOR INDIVIDUAL
- OPERATING START UP PROCESS WITH INVOLVED PARTIES (MUNICIPALITY, CONSTRUCTION COMPANIES, ARCHITECTS, AND PROVIDER)
- CONTROLLING AND MANAGING ADMINISTRATION PROCESS DURING START UP A PROJECT OR DEVELOP A BUSINESS FOR CLIENTS
- PROVIDING NECESSARY LEGAL SERVICE TO CLIENTS
- OFFERING COST - EFFECTIVE AND TIME SAVING SOLUTIONS IN ORDER TO DELIVER WORKS ON TIME
- PLAYING REFEREE ROLE BETWEEN SIDES IN ORDER TO MAINTAIN WORK FLOW .

Hotel Manager *Raha Group Hotels 2017-2018*

- ORGANISING SALES METHODS, RESPONDING ALL RESERVATION REQUEST FINDING NEW MARKETS TO INCREASE HOTEL'S OCCUPANCY
- SUPERVISING FRONT DESK OFFICERS TO ENSURE DATA FOR HOTEL RESERVATIONS AND ROOM INFORMATION IS ACCURATE ENTERED IN AUTOMATED BOOKING SYSTEM
- OPERATING ALL ASPECTS OF FRONT OFFICE COMPUTER SYSTEM INCLUDING SW MAINTENANCE AND CONFIGURATION CHANGES
- CONTROLLING PAYMENT METHODS FOR CASH-, CHECK- CREDIT OR CURRENCY EXCHANGE TRANSACTIONS AND PROVIDING DELIVERING INSTRUCTIONS TO RELATED DEPARTMENT
- REVIEWING FRONT DESK OFFICE LOG BOOK, GUEST FEEDBACK AND HOTEL QUESTIONNAIRES
- CONTROLLING AND MONITORING CLEANING AND MAINTAINING ROOMS AND COMMON AREAS
- MONITORING ALL V.I.P 'S SPECIAL GUESTS AND REQUESTS; RESOLVING PROBLEMS AND COMPLAINS
- MONITORING ROOM OCCUPANCY, PRICE AND RATE PARITY INCLUDING SALES RATES AND ADVERTISEMENT OF DIRECT COMPETITORS
- UPDATING HOTEL INTERNET PORTALS ENSURING PUBLICATION OF ACCURATE HOTEL RATES AND SPECIAL OFFERS USING THE MOST EFFICIENT ON-LINE SALES CHANNELS
- MAINTAINING AND IMPROVING RELATIONSHIPS WITH SALES AGENCIES AND REPRESENTATIVES FOR HOTEL ADVERTISEMENTS, EXHIBITIONS AND FAIRS
- PERFORMING OTHER DUTIES AS REQUESTED BY HOTEL OWNER

Deputy Hotel Manager *Maroon Hotels Istanbul/Turkey 2012-2017*

- HANDLING OF GUEST REGISTRATIONS AND ROOM ASSIGNMENTS
- HANDLING OF CREDIT, CHECK, CASH AND CURRENCY EXCHANGE TRANSACTIONS
- HANDLING CUSTOMER QUERIES, COMPLAINTS AND HOTEL QUESTIONNAIRES
- SUPERVISING RESERVATION DATA QUALITY AND DELIVERY TO FRONT DESK
- MONITORING DEPARTMENTS MONITORING KPI AND TAKING NECESSARY ACTIONS
- PERFORMING OTHER DUTIES AS REQUESTED BY MANAGEMENT

Sales Executive *Marble Arch Hotel London/ England 2010- 2012*

- ORGANISING SALES METHODS, RESPONDING ALL RESERVATION REQUEST FINDING NEW MARKETS TO INCREASE HOTEL'S OCCUPANCY
- SUPERVISING FRONT DESK OFFICERS TO ENSURE DATA FOR HOTEL RESERVATIONS AND ROOM INFORMATION IS ACCURATE ENTERED IN AUTOMATED BOOKING SYSTEM
- OPERATING ALL ASPECTS OF FRONT OFFICE COMPUTER SYSTEM INCLUDING MAINTENANCE AND CONFIGURATION CHANGES
- CONTROLLING PAYMENT METHODS FOR CASH, CHECK- CREDIT OR CURRENCY EXCHANGE TRANSACTIONS AND PROVIDING DELIVERING INSTRUCTIONS TO RELATED DEPARTMENT.
- MONITORING ROOM OCCUPANCY, PRICE AND RATE PARITY INCLUDING SALES RATES AND ADVERTISEMENT OF DIRECT COMPETITORS
- UPDATING HOTEL INTERNET PORTALS ENSURING PUBLICATION OF ACCURATE HOTEL RATES AND SPECIAL OFFERS USING THE MOST EFFICIENT ON-LINE SALES CHANNELS
- MAINTAINING AND IMPROVING RELATIONSHIPS WITH OFFLINE SALES AGENCIES AND REPRESENTATIVES FOR HOTEL ADVERTISEMENTS, EXHIBITIONS AND FAIRS
- PERFORMING OTHER DUTIES AS REQUESTED BY MANAGEMENT

Academic History

Marmara University *Aug 2004 -Jun 2008*

- Graduated with Honors -Masteral Thesis: Sustainability in Naval Architecture - Awardee for Research Excellence