

EVA MARINTAN GUSTIENNI



CLUSTER SALES & EVENT
EXECUTIVE/CLIENT RELATIONS

CONTACTS

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ABOUT ME

- I have 12 years of experience in the hospitality industry with Sales, Catering & Event and Customer Service as my background fields. In my career span, I have worked with the most luxurious and heritage properties in the world like One & Only Royal Mirage, Madinat Jumeirah, Beach Rotana, Al Habtoor Polo Resort and Club, and with my last assignment was with SUHA Hospitality Hotel Apartment by SHARAF Management.

WEBSITES & SOCIAL LINKS

Facebook:
<http://www.facebook.com/eva.marintan>

Instagram:
http://www.instagram.com/allom_e_v/

www.linkedin.com:
<http://www.linkedin.com/in/eva-marintan-0836498b/>

EDUCATION

- BACHELOR OF SCIENCE IN ECONOMIC MANAGEMENT**
STIE SUPRA, JAKARTA, INDONESIA
2005

PERSONAL DETAILS

- Nationality**
Indonesian
- Marital status**
Single

SKILLS

- Time management skills
- Customer Service
- Reports generation and analysis
- Sales
- Client-focused
- Effective team player
- Customer Satisfaction
- Relationship development
- Operational improvement
- Business Development

LANGUAGES

English

Bahasa Indonesia

HOBBIES

: Traveling
: Cooking

HIGHLIGHTS

- SUHA HOSPITALITY HOTEL APARTMENT**
 - Increased business revenue and exceeded YTD budgets from February – March 2020
 - Assisting DOSM to create a marketing plan and branding objective
- AL HABTOOR POLO RESORT**
 - Increased business revenue and exceeded YTD budgets from January – November 2019
- BEACH ROTANA**
 - Exceeded yearly individual target of 2017 & 2018
 - Best Supervisor Nominee 2017
- ONE & ONLY ROYAL MIRAGE**
 - Best Employee Nominee 2011

WORK EXPERIENCE

- CLUSTER SALES EXECUTIVE | FEB 2020 - JUL 2020**
SUHA HOSPITALITY HOTEL APARTMENT (SHARAF MANAGEMENT), DUBAI, UAE
 - Managing and executing requirements for 4 SUHA Hospitality hotel apartment properties.
 - Responsible of getting the knowledge of the objectives to reach as per Budget and KPOs with the assistance of Cluster DOSM.
 - Maintain and develop the production of Key Accounts through searching all opportunities available at all levels within the company and all type of spending related to the hotel services, through a well thought and planned key Account Management involving the Management of the hotel as often as necessary.
 - Regularly identify potential new accounts (Other Active) as per hotel's objectives and organize an action plan to develop them to key Prospects within a year or less.
 - Assuring the corresponding sales activities to win and maintain these customers as per Key Account Management process and standards set up for the sales department using the basic sales techniques.
 - Organize comprehensive information to existing and potential customers as regards to produce range offered by the hotel, with the help of relevant sales resources and sales channels.
 - Preparation and drawing up the company contracts for the hotel in accordance with current business and price conditions.
 - Monitoring on a monthly basis at least the production of the accounts and adjusting the action plan according to the analysis with the support of the Cluster DOSM.
 - Effective selling of rooms, F&B promotions or any selling opportunity information, through sales calls, telephone calls or e-mailing, using the most efficient of them.
 - Close the deal as early as possible in decision process with the highest conversation ratio Plan regular visits to these companies, managing 5 potential contacts with specific objectives and reasons for meeting within a day that should be: 2 Key accounts, 2 Key Prospects and 1 Other Active account.
 - Will organize and attend familiarization trips visits to the hotel and be available out of normal working hours for entertainment, show-arounds, etc.
 - Co- responsibility for smooth and rational work sequences in the sales department and co-operation with the other departments in the hotel, in particular Reservations, the Groups and Credit Department.
 - To ensure the profile and sales conversations are reported and updated in EPMS system.
- SALES, GROUPS & EVENT EXECUTIVE | JAN 2019 - FEB 2020**
AL HABTOOR POLO RESORT (EX-ST. REGIS), DUBAI, UAE
 - Specialist in MICE, corporate bookings, polo & wedding events.
 - Managing and executing corporate requirements along with events for 150 guestrooms, 9 event venues and outdoor grass area or polo field for 1,500 persons.
 - Proactively selling the property for all types of booking inquiries.
 - Autonomy on making pricing decisions based on availability and seasonality.
 - Act as a one-stop shop for clients for the detailed accommodation and event planning and work closely with banquet & catering operations, F&B management, room division operation, finance and external suppliers.
 - Satisfy the need of the clients whilst optimizing hotel revenue through strategic yield management and end up selling hotel facilities and services.
 - Work closely with the Sales and MICE team to achieve monthly sales target.
 - Conduct site inspections, client entertainment and familiarization and prepare BEOs and group resumes.
 - Sending all correspondence to clients i.e. proposal, confirmation or agreement letter, amendments, etc.
 - Communicating, maintaining and developing client relationships.
 - Attend weekly revenue meetings and monthly budget meetings.
 - Conduct daily and weekly briefings highlighting current and upcoming sales and events with all concerned departments and operations.
- SALES, CATERING & EVENT COORDINATOR / ACTING AS (SALES, CATERING & EVENT EXECUTIVE) | JUN 2015 - JAN 2019**
BEACH ROTANA HOTEL, ABU DHABI, UAE
 - Handled all types of MICE and corporate bookings – accommodation and events for 927 guestrooms and apartments, 13 stunning outdoor beach venues, 12 conference/banqueting rooms that can accommodate up to 1,000 persons.
- RESERVATION AGENT | NOV 2013 - MAY 2015**
SVARNA RESTAURANT, BAR & LOUNGE , JAKARTA, INDONESIA
- FOOD AND BEVERAGE HOSTESS | AUG 2012 - OCT 2013**
MADINAT JUMEIRAH HOTEL, DUBAI, UAE
- GUEST RELATION OFFICER | FEB 2008 - MAY 2012**
ONE & ONLY ROYAL MIRAGE HOTEL, DUBAI, UAE
- ADMINISTRATIVE ASSISTANT | OCT 2005 - JAN 2008**
KDW CONSULTING, JAKARTA, INDONESIA
- OTHERS**
 - Opera literacy, EPMS system, and solid administrative base
 - Robust negotiations and influential persuasive skills bridging any gap between clients and vendors.
 - Positive energy with ethics and professionalism providing seamless confidence and 100% success rating.
 - Exceptional knowledge on diversity, varied cultures, and religious customs either applying apt sensitivity for traditions or cultivating the contemporary.