

Revaz Eristavi

Entertainment Professional

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Date of birth: 15/09/1980
Belgian
Married
Driving License: A/B

SKILLS

- 18 years of experience in catering and management
- Polyvalence in hotel management such as team leading, event organization, guest services, public relation, front office and leisure activities.
- Strong analytical skills and the ability to develop innovative tactics to resolve problems.
- Positive approach to employee relations and guest complaints.
- Remarkable ability to ensure proper selection, training, motivation and counseling of all employees.
- Good IT knowledge. (Fidelio, PeopleSoft, Opera, SISCO, Microsoft Office, Operating systems.)

EDUCATION

- 2009 E-Learning Training "Management Skills for Hotel industry"
- 2006 E-Learning Training for Fidelio, Database Management, SISCO and Oracle.
- 2002 Graduate in Berlitz for Languages and Public Relation
- 2001 National Academy of Art and Theater
- 1999 Conservatory of Georgia "certification - Master of Arts"
- 1998 1st Gymnasium school of Tbilisi

LANGUAGE SKILLS

Spoken, Written and read "Fluent Knowledge"
English, German, Russian, Georgian and Turkish.

Spoken and Read "Good Knowledge"
French, Ukrainian.

Spoken "Basic knowledge"
Italian, Dutch.

AWARDS

- Department Manager of the Year 2006 Cephalonia Palace Hotel Greece.
- Employee of the Month August 2001 Turquoise hotel Turkey
- Employee of the Month June 1997 Club Lykia World Turkey

PROFESSIONAL EXPERIENCE

Kalimera Kriti Hotel - Greece Crete 2007 – 2009

Entertainment Manager

- Managing and training Guest Relations, Leisure department and information center.
- Employ and train over 20 hotel representatives
- Organize daily and night events, events for kids and other activities
- Recruit and monitor relevant staff for their specific operations
- Deal with customer queries and complaints
- Reporting to General Manager
- Maintain and improve statistical records
- Guest satisfaction increased from 45% to 96% for the season 2007 with 100% in July and August.

Cephalonia Palace Hotel – Greece Cephalonia 2005 – 2006

Department Manager

- Managing the entertainment department, public relations and night shift.
- Employing and training over 20 representatives, including guest relation and sometimes front office.
- Organizing daily and night events, kids club and other activities.
- Recruit and monitor relevant staff for their specific operations.
- Deal with customer queries and complaints.
- Planning and realizing new projects
- Reporting to General Manager

Asteria Club and Hotels – Turkey 1998 – 2004

Entertainment Manager

- Managing the entertainment department
- Trained over 150 hotel representatives during 5 seasons
- Organizing daily and night events, kids club and other activities
- Ensure events and conferences run without interruption
- Supervise the supplies and furnishings
- Planning and realizing new projects
- Reporting to General Manager

Turquoise Hotel – Turkey 2001 – 2002 winter season

Entertainment Manager assistant

- Starting as responsible of Kids Club and achieving department manager assistant's position
- Award Employee of the month organized under ISO9001 HQMS.
- Manage the weekly program (daily, night and kids Entertainment)
- Recruit and monitor relevant staff for their specific operations.
- Plan work schedules as per requirement.

Club Robinson Lykia World - Turkey 1996 – 1998

Hotel Representative

- Organizing daily sport activities
- Participating in night shows and events
- Providing guidance and information to the guests about the hotel and social events

Turtel Sorgun and Turtel Side – Turkey 1992 – 1995

Student representative