Question asked by :Özgür Yılmaz

Rating 5/5

Question: Hilton is one of the biggest hotel groups in the entire world and your position is highly risky and requires a huge responsibility. What is your biggest challenge and what is your motivation? What is your recommendation on to us as future hoteliers?

My biggest challenge is to find the correct ''Human Capital '' to work in our teams. There is a fast growth in terms of number of properties , when our internal resources are getting smaller every day.

My motivation is the fact that I have a chance to meet new people everyday, travel new places and learn different cultures . It is also great to feel, I can touch some of the people 's lives - in a positive way- to share with them my own experiences, train & coach them to be a great human capital for my company and industry .

Question asked by: Umut Kalkan

Rating 5/5

Question: You are working with so many different countries that's mean so many different culture and there is a big cultural difference between us and them. For example; when the first you went to abroad what was the biggest challenge that you have faced with this cultural difference?

The biggest challenge to really get to know what is behind a certain behavior which does not appear familiar … is it really the cultural difference or an interesting character.

Language is the second biggest barrier to understand the real difference between the two.

Way to overcome is ''not to make'' any sharp comments, make decisions before feeling confident about the difference and eventually try to learn the language those people speak.

Question asked by: Ceylan Atay

Rating 5/5

Question: what main point or experience made you feel that you are a part of sales dept.? was it your internship your relationships with the colleagues luck the challenges etc?

It is said that a sales person is expected to be an extravert social open to challenges? Is it possible to turn a person with the reversed characteristics up to the some level? Have you met any colleague and faced such an experience? Is it just mindset?

I always had a tendency to talk a lot, enjoyed connecting with people + enjoyed crowded environments. So I already had some correct genes to be a hotelier by birth .

Since I did not even know the existence of a department called ''Sales Office'', I had asked for Front Office on my first mandatory training , assuming that was the correct environment I would enjoy. The first training already opened my eyes for what an hotel is .

Realizing sales offices duties involved more strategic work and more interaction with people, I have completed my second training at a sales office – which did confirm me Sales was the right way for me.

We all born with certain genes , yet everybody can learn anything as long as they want to .

Question asked by: Oleksandra Shlkabura

Rating 5/5

 Question: nowadays competition is extremely high on your point of you what characteristic and what type of skills can distinguish us from other in order to   block yourself in a winning team and to be successful in hotel industry?

''How much you care '' and make others feel this is the key differentiator. Whilst you showcase your care , you often display knowledge, discipline, quality and human touch at the same time. The one which does the best is to be the winner.

Question asked by: Burak Özalpay

Rating 5/5

Question: the fashion is out of balance in term of economical issues do you believe expanding the pipeline hotels instantly is a right path to take or is it better to grow gradually

There are some mathematics behind each companies strategic growth markets. If there is none or limited return on investment, I do not believe there would be a trend to call ''fashion to open hotels ''. This would apply to all Global Chainwide Companies.

On the other hand, ''fashion'' may attract owners and investors who has not done their own mathematics right which might have impact on some dissapointing results.

In short, there is no time bound linked to growth, the return on investment study is the key answer.