

GİZEM ALNATOUR CANOĞLU

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ACADEMIC BACKGROUND

2020-present: Ozyegin University, Graduate School of Social Sciences, Design, Technology and Society Master Program (Thesis) - Gastronomy and Design Track

2012-2017: Ozyegin University, School of Applied Science, Department of Gastronomy and Culinary Art

Honors: 100% Performance Scholarship, Cumulative GPA: 3.20/4.00 (Honor Student)

Minor Department of Hotel Management

Le Cordon Bleu- Grand Diplome

WORK EXPERIENCE

10.2022-present: Research Assistant, Ozyegin University,

10.2020-10.2022: Guest Service Manager, Hilton Istanbul Bosphorus

- Focus on guest satisfaction and make sure that excellent accommodations provided to exceed guest expectations with consistently high service standards
- Increasing Social Media and Salt scores with high guest satisfaction
- Managing and recording guest complaints and making sure all guests leave the hotel satisfied
- Creating action plans by analyzing guest reviews to improve guest experience
- Coordinate and manage guest communication from pre-arrival to post departure to meet guest's requests promptly
- Provide personalized service for VIP guests

09.2018-10.2020: Management Development Programme Operations in Turkey, Hilton Worldwide

- Aim to develop a select group of talented, nationally mobile graduates and give them an intensive development opportunity to be running their own Food & Beverage, Front Office or Conference & Events department within 18 months.

09.2018-07.2019: CONRAD ISTANBUL BOSPHORUS (F& B OPERATIONS)

- Organization and managing of special events
- Assisting with recruiting, inducting, training, performance and development of all restaurant and bar staff
- Responsible for handling escalated comments from guests and resolving in line with company procedures.
- In conjunction with the F&B Manager, responsible for establishing and maintaining high standards
- Develop professional relationships with guests and members
- Assisting with the profitability of the department
- Develop managerial skills
- Kitchen cross-training

07.2019-10.2020: HILTON ISTANBUL BOSPHORUS (FRONT OFFICE OPERATIONS)

- Develop and implement data collection systems that optimize statistical efficiency and quality
- Human Resources, Reservation Department cross-exposure
- Develops high-quality relationships with guests throughout their stay
- Technological optimization according to business objectives
- Organization and managing of special events
- Housekeeping Cross-training
- Did a feasibility study for Kipsu as a project, coordinating implementation of application and training staff

01.2018- 09.2018: Entrepreneur/ Project Manager, Sarapp

“Sarapp” online sommelier application, available on App Store & Play Store

- Create a business plan and strategy to develop a business model
- Present project to an angel investor to put it into practice
- Study for business development

2017: In charge of organization / event, GASTROMASA CONFERENCE 2017

- Assisted coordination with chefs and organizing transfer, events and conference

06.2016-02.2017: Management Training Intern, Frankie

- Experience different departments (service, guest relations, cost- control, purchasing) to obtain restaurant management

03.2015-06.2015: Hospitality Apprentice (Both F&B and FO Departments), HILTON ISTANBUL BOMONTI HOTEL & CONFERENCE CENTER

- Pilot Apprenticeship Programme, organized under the umbrella of 'Leonardo Da Vinci', an EU Programme to promote lifelong learning

RESEARCH AND PUBLICATIONS

Tas, A., Ahmed, H., Alnatour, G., & Koca, K. (2020). “Healthy Snack” Intervention to Improve the Nutritional Knowledge of University Students. *Advances in Nutrition and Food science*, 2020(02)

CERTIFICATES

Grand Diplome - Le Cordon Bleu

Required certificates for FO and F&B for Hilton Worldwide

First Aider Certificate (Republic of Turkey Ministry of Health)

SKILLS

English, MS Office, BEBIS, ONQ, MICROS, BIRCHSTREET, R&I

INTERESTS

Sailing, Movies, Researching, Traveling, Painting