



Guranda Tordia

DATE OF BIRTH:
09/04/1990

CONTACT

Nationality: Georgian

Gender: Female



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WORK EXPERIENCE

15/03/2020 - 05/08/2020

Group and Events Coordinator

Ramada Encore by Wyndham Tbilisi

- Creating event proposals which fit client requirements and presenting proposals by deadline;
- Planning event aspects, such as venue, seating, dining, and guest list;
- Issuing invoices and collecting payments in a timely manner;
- Managing and overseeing events on the day of, including problem-solving, welcoming guests, directing event set-up, communicating with staff;

Tbilisi, Georgia

10/06/2019 - 12/03/2020

Sales Coordinator

Ibis Styles Tbilisi Center/Mercure Tbilisi Old Town

- Answering incoming emails and phone calls;
- Making group reservations;
- Attracting new accounts using sales tools: Sales calls, sending mails and organizing blitz;
- Controlling contract preparation;
- Controlling regularly account database. Researching and developing potential customer database, market segments;
- Making info-tours;
- Sending invoices for individual and group reservations, following payments; etc.

15/11/2017 - 10/06/2019

Reservation Agent

Ibis Styles Tbilisi Center "Maqro Tourism" LLC

- making individual and group reservations;
- answering phone calls and emails, providing with all necessary information;
- providing support to customers who have already made a travel purchase by confirming, changing or canceling reservations;
- etc.

Tbilisi, Georgia

01/09/2017 - 01/03/2018

● **Lecturer**

Georgian-European Higher Education Institution

"Mice Tourism" course

Tbilisi, Georgia

09/2016 - 11/2017

● **Guest Service Operator**

Hotel "Ambassadori Tbilisi"

answering calls and responding to e-mails, handling customer inquiries telephonically and by e-mail, dealing with hotel guests personally; researching required information and provide customer with service information, booking restaurants, beauty salons, etc.

Tbilisi, Georgia

09/2016 - 12/2016

● **Lecturer**

David Aghmashenebeli University of Georgia

"MICE Tourism" course

Tbilisi, Georgia

02/2016 - 05/2016

● **Administrator**

LTD "Vip Victoria"

Meeting and greeting customers, check-in/check-out procedures, dealing with customer complaints and comments, addressing problems and troubleshooting, etc.

Tbilisi, Georgia

09/2015 - 12/2015

● **Lecturer**

David Aghmashenebeli University of Georgia

"MICE Tourism" course

Tbilisi, Georgia

09/2015 - 12/2015

● **Lecturer**

Tbilisi Teaching University "Gorgasali"

"Tourism Basics"

"Tourism Basics-2"

Tbilisi, Georgia

12/2011 - 12/2015

● **Specialist at the School of Economics and Business**

Administration within the school (including data entry, answering phone calls, supporting during mid-term and final examinations, etc.)

11/2013 - 04/2014

● **Intern**

Ministry of Economy and Sustainable Development of Georgia

Department for Foreign Trade and International Economic Relations, Division of European Affairs and Bilateral Economic Relations

Participating in the preparation of export and import proposals, agreements for the development of bilateral regional and multilateral trade relations; participating in writing reports for the head of department, trade balance analysis and elaboration of recommendations.

Tbilisi, Georgia

04/2013 - 05/2013

● **Intern**

Ltd "Calypso Travel"

Providing information to tourists, checking and answering e-mails, assisting in tour creating, etc.

Tbilisi, Georgia

EDUCATION AND TRAINING

10/2013 - CURRENT - Tbilisi, Georgia

● **Doctor of Economics**

David Aghmashenebeli University of Georgia

10/2011 - 06/2013 - Tbilisi, Georgia

● **Master of Business Administration**

David Aghmashenebeli University of Georgia

10/2007 - 06/2011 - Tbilisi, Georgia

● **Bachelor of Business Administration in Tourism**

Ilia State University

LANGUAGE SKILLS

MOTHER TONGUE(S): Georgian | Russian

English

Listening
C2

Reading
C2

Spoken
production
C2

Spoken
interaction
C2

Writing
B2

Russian

Listening
C2

Reading
C2

Spoken
production
C2

Spoken
interaction
C2

Writing
C2

Georgian

Listening
C2

Reading
C2

Spoken
production
C2

Spoken
interaction
C2

Writing
C2

PUBLICATIONS

Publications

"Shopping- tourism: experience and perspectives" -scientific journal "Intelecti 51"

"MICE tourism in Georgia and in the World"-scientific journal "Economics" 10-12

"Development of tourism as a factor of poverty reduction"-scientific journal "Economics" 7-9

<http://independent.academia.edu/GurandaTordia>

CONFERENCES AND SEMINARS

Conferences

Комплексное развитие туризма - важнейшее условие уменьшения уровня бедности (на примере Грузии) -

II International scientific-practical conference
"The Europe and the Turkic World: Science, Engineering and Technology"

May 29-31, 2017, Izmir, Turkey

CERTIFICATIONS

● **Certifications**

Certificate in successful completion of "Hotel Management" training within the framework of TBC Business Education Program -Tbilisi 2018

● **Certifications**

Hospitality and Tourism Management

Florida Atlantic University

April, 2020

COURSES

● **Courses**

Author of "MICE Tourism" reader in Georgian Language-2016