



ABOUT ME

I was born and lived in Germany, in a multidimensional culture that shaped my character throughout my growing up and during my Marketing and Management studies. Plus the specialized experience I acquired in several sales positions mostly in the area of Hotel and Spa management.

I decided to get engaged in the dynamic industry of Greek Tourism, enriching further my professional experience. I worked in major tour operators and after a few years I established my own tourism business (via franchise) in Spa industry. The past 8 years I work as a freelance hospitality and travel agency consultant, communicating directly with the hospitality institutions active in the Greek tourism market, so as a result I have gained total trust and professional credibility in the market.

One of my strongest skills is that I can organize and manage to bring out the best from my team, planning and preparing unique and distinct travel & Spa packages for hotel members. Engage agricultural tourism, wine tasting tourism, religious tourism, wellness dream- trips, family friendly packages, yacht dream-trips or custom designed themes in order to lift a Hotel's character.

DETAILS

Nationality : Greek
 Gender : Female
 Date of Birth : May 6th, 1965
 Driving Licence : Yes category B1
 Marital Status : Married
 Smoker : No

Elena Tziachana

Hospitality and Tourism Professional

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WORK EXPERIENCE

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| <p>Company :</p> <p>Position Held :</p> <p>Dates :</p> <p>Type of Business :</p> | <p>XELLENT SPA & TOURISM</p> <p>Owner - CEO</p> <p>2015 – present</p> <p>In charge of 6 spas in hotels around Greece, with 56 people work force in total</p> |
| <p>Company :</p> <p>Position Held :</p> <p>Dates :</p> <p>Type of Business :</p> | <p>ROVIA HOLDINGS B.V.</p> <p>Regional Contract Manager (Greece)</p> <p>2011 – present</p> <p>Tour Operator (World Ventures Dream Trips)</p> |
| <p>Company :</p> <p>Position Held :</p> <p>Dates :</p> <p>Type of Business :</p> | <p>AITHRA WELLNESS</p> <p>Quality Assurance Manager</p> <p>2014 – 2015</p> <p>Hospitality business within 22 years of operation in Greek Market</p> |
| <p>Company :</p> <p>Position Held :</p> <p>Dates :</p> <p>Type of Business :</p> | <p>CITY SPA</p> <p>Owner – General Manager</p> <p>2000 – 2010</p> <p>Franchise ownership – Management of a 35 people team</p> |
| <p>Company :</p> <p>Position Held :</p> <p>Dates :</p> <p>Type of Business :</p> | <p>MANOS CENTER TRAVEL AGENCY</p> <p>Owner – General Manager</p> <p>1997 – 2012</p> <ul style="list-style-type: none"> ● Organizing and selling travel products (group tours, individual packages, cruises, cars etc) ● Conference organizer and coordinator ● Contract negotiator with air carriers, hotels and Tour Operators (Domestic & International) ● Tour leader, guiding in/out going groups ● Cashier, responsible for fund collection of my sales, plus supplier payments |

LANGUAGES

Greek (Native)

German (Native)

English

EDUCATION

Dates: 1997

Title awarded: **World Span Certified Diploma**

Subject/Organization: Air Ticket Global Reservation System – Travelport Hellas

Level Classification: Seminar for travel agents on how to use the WORLD SPAN global distribution platform, in order to reserve , price and issue on air ticket. Learned how use the platform in the most efficient way, analyzing the existing air fares and their respective rules, plus interpret and examine active and past travel documents

Dates: Aug 1980 – Aug 1984

Title awarded: **BS in Management and Marketing**

Subject/Organization: German – Greek Institution of Management and Marketing

Level Classification: Higher Education – University / Bsc

Dates: Aug 1971 – Jul 1980

Title awarded: **High School Diploma**

Subject/Organization: German – Greek High School

Level Classification: Primary – Secondary Education

MANAGEMENT SKILLS

Business Operations

Organization

Internal Auditing

Marketing

Promotion

Project Organization

Operational Improvement

Reporting

Microsoft Office User

Expenses Control

Customer Satisfaction

Sales

Problem Resolution

Business Development

Contract Negotiation

Supervision

Budgeting

Results Oriented

Computer Applications

M.I.S.

ORGANIZATIONAL SKILLS

Excellent organizational, managerial and leadership skills gained through my 19year experience as a :

Travel operations and product manager, assembling, organizing and managing travel products (group and individual tours-excursions)

Group leader, leading and managing some 30-50 clients (per group) in order to satisfy the majority of their needs and requests, following the tour program at the same time.

Conference administrator-coordinator, organizing all possible details in order to achieve a successful international conference.

Franchisee support-trainer. In 1997, MANOS TRAVEL SYSTEM – as the leading Greek tour operator for the past 30 years- decided to launch a network of 52 local travel agencies around Greece (Manos Centers, one in each county capital) under a franchise umbrella.

June 1997-June 1998, I was responsible for the establishment, training and support of all Manos Centers in Greece.

SOCIAL SKILLS

- Adaptability
- Communication Comfort
- High developed spirit of cooperation

TECHNICAL SKILLS

PROJECT DEVELOPMENT

- Analysis & Control of construction measurements
- Supporting projects on technical and financial field
- Promoting and controlling development projects
- Presentation of investment feasibility studies
- Supporting the Legal – Technical – Financial status of investment

MEMBERSHIP

- Member of Consumers
- Euro group member of Spa World

REFERENCES

Under Request

COMMUNICATION SKILLS

Outstanding communication and contact skills (both oral and written) gained through my 19year experience as a:

Travel consultant, excellent multitasking skill, handling of multiple client requests – remotely or in person, arranging and selling travel products and tour packages.

Travel operations and product manager, daily communication and negotiating with different office suppliers around the globe (national and foreign tour operators, guides, hotels, transfer companies, air carriers, museums, restaurants, theatres and all kinds of spectacles etc).

Group leader, communicating with 30-50 clients (depend in the group size each time), instant on-the-spot translation from English to Greek, coordinating group activities, suggesting and arranging optional tours / spectacles / dinners for their leisure time. More than 150 missions accomplished as a group leader around the world during the last 19years.

Conference administrator-coordinator, contacting and communicating with delegates, conveners around the world arranging all possible details in order to achieve a successful international conference (ex. The IOBC-WPRS Working Group "Integrated Protection of Stored Products", Volos city, Greece. An international agricultural conference of 100 delegates -some 150 persons in total with their companions- coming from 28 countries around the globe. It took place on July 4th. 2011 in the city of Volos, central Greece.)

JOB RELATED SKILLS

- Excellent auditing skills, cross-checking and verifying costs figures etc.
- Hands-on experience in dealing with money figures, receipts, payments, bank transfers (I have also worked as a cashier in all previous jobs)
- Comprehensive knowledge, analysis and interpretation of travel documents like electronic air ticket receipts, BSP ticket images, agent coupons and ticket masks, hotel-car vouchers, train tickets.
- Expert user of AM

We dream together,
We travel together,
We win-win together