

David Haruki Koya

Junior Cluster Sales & Marketing Manager

Customer service-oriented, self-motivated and caring host with an extensive experience in hospitality and gastronomy



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WORK EXPERIENCE

Junior Cluster Sales & Marketing Manager Zurich | Vienna 25hours Hotels

12/2019 - Present Zurich, Switzerland

Tasks

- Customer acquisition and service
- Negotiation of corporate and cooperation contracts
- Planning and carrying out customer events
- Handling and planning of social media channels
- Ensure compliance with budget and targets

Contact: Urs Michel - urs.michel@switzerland.com

Assistant Front Office Manager 25hours Hotel Langstrasse

03/2017 - 12/2019 Zurich, Switzerland

Tasks

- Direct assistance to Front Office Manager
- Guest relations and complaint handling
- Leading other team members through motivation, delegation and instructions
- Interviewing, hiring and training of new team members
- Ensuring smooth and professional service for all customers

Contact: Franca Baldauf - fbaldauf@25hours-hotels.com

Front Office Clerk Marriott Hotel Zürich

10/2016 - 03/2017 Zurich, Switzerland

Tasks

- Guest relations and complaint handling
- Welcoming customers and managing smooth arrivals and departures
- Responsibility for own cash box
- Reservations and telephone service
- Sale of Marriott Rewards Program

Guest Relations Manager Cape Nidhra, Cape & Kantary Hotel Group

08/2015 - 02/2016 Hua Hin, Thailand

Tasks

- Individual customer and VIP service
- Organizing tours and activities for hotel guests
- Guest relations and complaint handling
- Correspondence for General Manager
- Manager on Duty

Contact: Christian Röschli - gm@capenidhra.com

SKILLS

Customer service

Complaint handling

Communication

Professionalism

Team leading

Sales

EDUCATION

Advanced Federal Diploma of Higher Education in Hospitality Management Swiss Hospitality Management School Lucerne

04/2012 - 06/2016

Lucerne, Switzerland

LANGUAGES

German



English



French



Japanese

