

BETTINA VOLZ

A highly professional executive with wide experience of all aspects of the Travel & Luxury Hotel Industry with more than 30 years work experience, 23 years of it in Leadership. Great knowledge-in-depth of the Central & Eastern Europe Markets with results oriented network. Specialized in the Travel Industry and Trade, Sales & Marketing, TTOO, DMC's & OMC's, contracting & negotiating, premium & preferred partnerships, business & leisure Travel, MICE, Customer Relationship Management, Online Portals, E-Business, Yield & Revenue Management, additionally knowledge as Travel Reporter, Blogger & Editor. Passion for sales based on interpersonal skills. Culturally sensitive & team oriented with outstanding influential and networking skills. Highly numerate and computer literate, multilingual with extensive knowledge of Europe, Middle East, Africa, Asia, South, Central, North America, Caribbean, Australia & New Zealand through intensive travelling. Availability to travel and work worldwide.

PERSONAL DATES

Name: Bettina Volz
Majorca - Balearic Island - Spain
Mobile: 0034 – 662 00 1919
e-mail: bettina_volz@hotmail.es
Date and Place of Birth: 28. June 1967, Heilbronn, Germany
Marital Status: single

LEADERSHIP EXPERIENCE

01.08.2008 - present **Director Business Consulting**
Travel Industry & Hotel Management Consulting, Majorca – Spain

15.03.2015 – 15.12.2015 **Director German Market**
Palma Aquarium, Head office Majorca – Spain

01.07.2013 – 30.06.2014 **Sales Director Private Events**
TRUI Espectaculo, Head office Majorca - Spain

15.04.2006 – 31.07.2008 **Director of Sales, Central & Eastern Europe**
Fiesta Americana Hotels & Grupo Posadas, Majorca – Spain

01.11.2004 – 15.05.2005 **Director of Sales & Marketing - Mice, Consortias, Corporates**
Corinthia Hotels International, Head office Würzburg - Germany

15.09.2003 – 30.09.2004 **Director Travel Industry & Travel Trade**
NH Hoteles Germany, Head office Berlin - Germany

08.10.2001 – 31.08.2003 **Director of Global Sales, Groups, Conferences & Fairs**
Hotel Reservation Service, Head office Cologne - Germany

01.02.1997 - 30.06.2001 **International Director of Sales (MICE)**
Sol Meliá, Head office Madrid – Spain

EDUCATION AND QUALIFICATIONS

12.04.1995 - 31.10.1995 **Further Education as Travel Agent, SSI-Institute, Munich-Germany**
15.07.1993 - 30.07.1993 **Travel Guide Diploma ICONA, Lanzarote - Spain**
01.09.1985 - 31.08.1988 **Training in Hotel Management, Hotel Löwen, Baiersbronn - Germany**

1985 **GCSE – Heilbronn, Germany**

KNOWLEDGE OF COMPUTER SOFTWARE

- Reservation Software of HRS, Cologne
- IBM 36 Reservation System (Hilton)
- IT Reservation System Siemens-Nixdorf (Grundig)
- MS Office (Windows, Excel, Access, Power Point, Corel Draw)
- Start-Amadeus / IATA

FOREIGN LANGUAGES

Fluent in English & Spanish, speaking & writing, French, German (Native)