

BEHZAT ALTUNER

Tourism & Hospitality Professional | General Manager

📍 Bakırköy, Istanbul, Turkey

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PROFESSIONAL SUMMARY

Tourism and hospitality professional with over 12 years of progressive experience, advancing from Receptionist to General Manager. Beyond executive leadership, I possess a unique background in hotel pre-opening phases, specializing in the demanding transition from a construction site to an operational facility under strict deadlines. I am well-accustomed to harsh physical conditions and rigorous labor. Complementing my field experience, I am a tech-savvy professional who closely follows AI systems and digital automation tools. This allows me to adapt quickly to modern operational technologies and data-driven workflows on the job. Whether managing a team or performing hands-on field operations in construction-like environments, I bring unmatched resilience, a "whatever it takes" attitude, and a forward-thinking approach to every project.

CORE COMPETENCIES

- ▶ Hotel Operations Management
- ▶ Guest Experience & Satisfaction
- ▶ Front Office Management
- ▶ Team Leadership & Development
- ▶ Budget & Financial Reporting
- ▶ Documentation & Reporting
- ▶ Revenue Optimization
- ▶ Policy & Compliance
- ▶ Cross-Cultural Communication

WORK EXPERIENCE

General Manager

Acar Suit Hotel, Istanbul, Turkey | 2025 – 2026

- Oversaw all hotel operations and led a multidisciplinary team to maintain high service standards.
- Prepared operational and financial reports for ownership and senior stakeholders.
- Streamlined documentation workflows and ensured company policy compliance across all departments.
- Drove continuous improvement initiatives to enhance guest experience and occupancy rates.

Assistant General Manager

Arkheon Hotel Management, Istanbul, Turkey | 2021 – 2025

- Supported the General Manager in strategic planning and daily operations oversight.
- Coordinated cross-departmental activities to ensure seamless hotel operations.
- Managed staff scheduling, performance evaluations, and training programs.
- Handled reporting, documentation, and KPI tracking for senior management review.

Assistant Manager

Blue Gilroy Hotel, Istanbul, Turkey | 2019 – 2021

- Assisted in managing front-of-house and back-office operations.
- Supported decision-making by compiling operational data and performance analyses.
- Ensured adherence to brand standards and service protocols.

Front Office Supervisor

Caglayan Tourism, Istanbul, Turkey | 2015 – 2018

- Supervised front office team, ensuring professional and efficient guest interactions.
- Managed check-in/check-out procedures, reservations, and guest complaints resolution.
- Maintained smooth daily operations and upheld company standards.

Receptionist

Biz Cevahir Hotel Sultanahmet, Istanbul, Turkey | 2012 – 2014

- Welcomed guests warmly and handled all front desk duties including check-in and check-out.
- Maintained accurate and up-to-date reservation system records.
- Delivered consistent guest satisfaction through attentive and professional service.

EDUCATION

Associate Degree in Tourism and Hotel Management

Zonguldak Karaelmas Vocational School | 2002 – 2006

LANGUAGES

Turkish — Native

English — Professional Working Proficiency (B1)

German — Elementary (A1)

REFERENCES

Available upon request.