

CURRICULUM VITAE

PERSONAL DETAILS

Surname : Bakalbassi Anthia
Date of birth : 14 March 1970
Address : V.Mesologiti 10, 54636 Thessaloniki, Greece
Telephone (work-mobile) : +0030-2310013788 & 0030-6977542177
Nationality : Greek
Marital status : Married

EDUCATION STUDIES

α) Basic : High School Diploma
10o High School of Thessaloniki Grade: 18 and 6/11 (Excellent)

b) Undergraduate studies : Diploma in Tourism Enterprises,
School of Economic Management, Grade: 6 and 7/10 (very good)
Technological Educational Institute, Thesis in “Agro tourism”
Thessaloniki, 1993

c) Postgraduate studies : **Master of Science in International
OXFORD BROOKES Hotel Management.** (Grade B)
UNIVERSITY, 09/93 - 09/94 Courses in Finance, Marketing, HRM
School of Hotel and Catering (Human Resources), and Strategic
Management, OXFORD, U.K. Management Development.

Research topic : “Environmental issues in Hospitality Industry.”

Dissertation topic : ”Evaluation of the Environmental Awareness in Resort Hotels of Halkidiki.”

ADDITIONAL EDUCATION

α)A.F.S. Exchange Programme,
Intercultura, 10/89
Scuola di Camarieri e di Cuochi,
Domodossola, ITALIA

Certificate of attendance
(Scholarship from Technological
Educational Institute)
(Specialization: Waiters - Cooks)

b)ERASMUS Exchange Programme,
Leeds Polytechnic, 09/90 - 12/90
School of Tourism & Leisure, Leeds, U.K.

Certificate of attendance.
(Scholarship from Technological
Educational Institute)

c) T.A.S. Tsakalou Group of Schools
10/92 - 03/93 Thessaloniki

Diploma of international Air Transport
Association (IATA) & Universal
Federation of Travel Agents'
Associations (UFTAA).

d) European University, 02/93 - 06/93
Free Studies Centre
Thessaloniki

Transcript in Financial Management,
Human Resources, Operation Mgt,
Marketing Research, Language of
Business and Spanish language.

SEMINARS -WORKSHOPS

α)Workshop, 06/12/98

TOPIC

: “Body Language & Staff

Hotel managers' association
of hotels in Chalkidiki and Thessaloniki.

Evaluation Practices”

b) Seminar, 11/12/00 -29/01/01
INTERFACE Business &
Information Training SA.

: “Organization & Operation
of Convention Centers”
(90 hours)

c) Workshop, 14/03/01
Department of Tourism Enterprises
Technological Educational Institute,
Thessaloniki

: “Tourism Studies in Undergraduate
Technological Education

d) Seminar, 08/04/02 -09/04/02
International FORUM Training Ltd

: “Body language -
Complain Handling” (10 hours)

e) Seminar, 24/05/04 -25/05/04
Thessaloniki Convention &
Visitors Bureau – TCVB.

: «Introduction to the European &
International Conference &
Incentive Market »

f) Professional Training Programme
18/04/05-31/05/05
Training Intervention S.A.

: «Reception-Services-Smart
Communication Centers-Internet
Applications”

PROFESSIONAL EXPERIENCE

‘MEDITERRANEAN PALACE HOTEL’ 5* stars

Thessaloniki, **01/04/99 till 16/03/08** : Front Office Manager

10/12/97 – έως 31/3/99 : Reception Chief Leader

‘CAPSIS HOTEL’ 4* stars

Thessaloniki, **06/97 - 12/98** : Assistant Receptionist

‘ALEXANDROS VILLAGE RESORT 4* stars

HOTEL’ Chalkidiki, **05/97** : Receptionist

‘MATILDA HOTEL’ 4* stars

Zakynthos, : Front office and Reservations’ Manager

04/96 - 10/96 & 04/95 - 10/95

‘KEFI TOURS LTD’ Travel Agency : Incoming travel executive

Piraeus, **11/95 - 03/96** & Reservation Agent

‘MAKEDONIA PALACE HOTEL’ 5* stars

Thessaloniki, **09/91 - 10/92** : Assistant Receptionist

& 02/91 - 07/91 : Training in F&B Dept. & Reception

‘MAKEDONIA SUN HOTEL’ 4 * stars

Kassandra, Chalkidiki : Receptionist

06/89 - 09/89 & 06/90 - 09/90

TEACHING EXPERIENCE

- **Alexander Technological Educational Institute**
School of Economic Management, Department of Tourism Enterprises'
Management as a Lecturer with cognitive subject in "Front Office Services
and "Main Courante" accounting". From 17.03.18 till 31.08.19
- **International Hellenic University**
School of Economics and Business Administration
Department of Organization Management, Marketing and Tourism
as a Lecturer with cognitive subject in "Front Office Services and "Main
Courante" accounting". From 01.09.19 till today.
- **'XENIOS EDUCATION'** : Lecturer in
Tourism Education Centre "Front Office Services and
04/10/2000-12/06/2001 & Main Courante accounting"
02/10/2001-17/06/2002 "

PUBLICATIONS

- A) Publication of scientific paper under the title "**An investigation of the influencing factors in Hotel Units: An environmental study in Halkidiki**" Volume 15 in Journal with critics "**TOURISM ISSUES – Tourism Sciences Review**", **DR.A.T.T.E –Activities for the Development of Tourism and Tourism Education**, October 2011.
- B) Participation in International Tourism Conference "Tourman" by presenting the paper titled "***The effects of burnout syndrome on***

***customer service quality: The case of city hotels” Bakalbassi
Anthia, Linaroudis Georgios.***

Tourman 2018, 2nd International Scientific Conference "In search of excellence in tourism, travel & hospitality management» 25-28 October 2018

- C) Participation in International Tourism Conference “Tourman” by presenting the paper titled «**Current approaches of hospitality management. Case study: Le Palace Art Hotel & Ammon Express. »**
Bakalbassi Anthia, Gavriilidou Kristallenia

Tourman 2021, 4th International Scientific Conference “Restarting Tourism, Travel and Hospitality: The day after” May 21-23, 2021

<u>FOREIGN LANGUAGES</u>	-	<u>Level</u>	<u>Degree</u>
English	-	excellent	Lower Certificate, TOEFL, IELTS
French	-	very good	Certificate, Delf
Italian	-	very good	Diploma, Palso Medio
German	-	good	Zertifikat - ACTILINGUA

COMPUTER SOFTWARE

a) HOTELPLAN, (Info plan)	Front Office Software for Hotels
b) KOSMOS, (Unisoft)	“
c) HOTELIA, (Computer team)	“
d) PYLON (Epsilon Net)	“
e) PROTEL (HIT)	“
f) AMADEUS, (Start Hellas)	Airline Tickets Software