

Thais Funcia



Education

- Bachelor of Science Degree in International Hospitality and Tourism Management – Glion Institute of Higher Education – Switzerland.
- Pedagogy – Universidade Anhembi Morumbi – Brazil
- Master in Hospitality – Universidade Anhembi Morumbi – Brazil

Industry Speaking

Lecturer at innumerable International Hospitality Industry Events in Brazil (BHS, Equipotel, CIHAT). External Evaluator for National University on Hospitality and Tourism Ranking of “Guia Abril de Universidades”. Professor at Graduate and Under Graduate Hospitality Management School. Hospitality Trainer for Guarujá CVB, São Paulo.

About Me

My hospitality experience starts of with the excellence on the academics of Glion Institute of Higher Education, Switzerland. Had the opportunity to leave, work and study in Switzerland and US. Working at Walt Disney World Co was a great asset to my professional development for their expertise on customer services exceeding expectations. In Brazil have worked in São Paulo and Rio de Janeiro for renowned international hotel chains on a managerial level IHG and Starwood. Shift into the academic area as academic director at Anhembi Morumbi where I remain as a teacher by now.

Career Highlights

2013 | Servir Hospitalidade Consulting - Co-founder

2008 - Present | Professor at Universidade Anhembi Morumbi

2006 - 2011 | Hospitality Academic Director at Universidade Anhembi Morumbi

2005 - 2006 | Sheraton Barra Rio de Janeiro - Executive Housekeeper

2002 - 2005 | Intercontinental Hotel Sao Paulo - Executive Housekeeper

Main Achievements:

- Laureate International Universities - Anhembi Morumbi: implementation of the Dual Degree Program in Hospitality certified by Glion Institute of Higher Education. (Neasc Accredited) – 2007
- Hospitality Academic Director: Culinary Arts, Hospitality, Tourism, Events and Civil Aviation Programs. Enrollment increase by 12% in 2007-2008 and 2009
- Starwood – Sheraton Barra Rio de Janeiro – GSI Guest Satisfaction Index increased at 93% over the period 2006

Additional Experience

International professional and academic background. Great experience on E Learning as content creator and teacher. Main focused on Training and Development. Several courses on Higher Education and On Line Learning Methodologies. Master Degree dissertation study on Hospitality Consumer Behavior and Purchase Process Analysis along on the Social Media. Main challenge is to bound academic research studies into daily operations in hospitality industry.