

**MOHAMAD FATROUNI**  
Ein El-Mraysseh, Beirut – Lebanon  
Phone: +961-(0)3-189665  
e-mail: m.fatrouni@gmail.com

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**Date of birth:** 2 June 1987

**Nationality:** Lebanese

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**Objective:**

Seeking a challenging career to build on existing technical and relational skills.

**Education:**

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*University of Balamand – Koura, Lebanon*

Bachelor of Business Administration in Tourism and Hotel Management

**Graduation: 2012**

*American Universal College – Tripoli, Lebanon*

Lebanese Technical Baccalaureate (BT3)

Concentration: Business Marketing

**Graduation: 2006**

**Work Experience**

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**September 2014 – Present**

*Saifi Suites Hotel – Beirut – Lebanon*

Night Auditor

***Job description***

- \*Posts room charges and taxes to guest accounts.
- \*Transfer charges and deposits to master accounts.
- \*Verifies all account postings and balances.
- \*Tracks room revenues, occupancy percentages, and other front office statistics.
- \*Prepares a summary of cash, check, and credit card activities.
- \*Summarizes results of operations for management.
- \*Prepare of End of day procedure.
- \*Run end of day process in property management software (PMS).
- \*Understand principles of auditing, balancing, and closing out accounts.
- \*Understand and knows how to perform check-in and check-out procedures.

**July 2012 – September 2014**

*Gefinor Rotana, Beirut- Lebanon*

Housekeeping Supervisor

***Job description during AM Shift:***

- \*Checking clean rooms before guests arrivals
- \*Supervising agents to ensure adequate housekeeping
- \*Quality control
- \*Daily reporting to the manager
- \*Using Opera, tracking allocations and VIP guests

***Job description during PM Shift:***

- \*Order taking – answering guest requests and ensuring timely delivery
- \*Following up through Opera on all arrivals, due out and check out
- \*Checking public areas and sending requests to engineering for maintenance
- \*Printing turndown reports for agents by 6 pm
- \*Checking turndown rooms
- \*Checking public areas
- \*Allocating public area tasks for agents for implementation post turndown report
- \*Handing over at the end of the shift

**November 2013 – February 2014**

*Gefinor Rotana, Beirut- Lebanon*

Cross Training in Learning and Development Department

***Job description***

- Administration (filing & paperwork)
- Maintaining Database
- Training preparation & execution
- Departmental LD Standards Reviews & Scores issuing

**Internships**

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**July 2011 – September 2011**

*Intercontinental Phoenicia Beirut – Lebanon*

Internship in the Rooms Division department

Housekeeping (Rooms attendant and Rooms Supervisor)

Front Office (Check in/out, Guest relations, Support, Concierge)

**July 2010 – September 2010**

*Ramada Hotel Down Town – Lebanon*

Internship in the Food and Beverage department

Room service

Waitperson and cashier

**Spring 2011 – Fall 2011**

Assistant Chef at the Kitchen of *University of Balamand*  
*Following required procedures and handling all requested tasks*

**Fall 2011**

Store Assistant at *University of Balamand*  
*Handling all orders and receiving, and storing them using requirement tasks*

**Fall 2010 – Fall 2012**

Waiter at the restaurant of *University of Balamand*  
*In charge of the whole restaurant*

**Certificates**

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**June 2013**

On Job Training Certificate – How to Train a Trainee – *Gefinor Rotana, Beirut*

**September 2009**

*Chamber of Commerce, Industry & Agriculture of Tripoli and North Lebanon*  
Seminar at “Business Incubation Association in Tripoli” (BIAT)  
“How to write a business plan” teamwork, training by implementing business plan project. We worked as a team leader in a project involving realizing a diet shop and restaurant in Tripoli, after a market and cost study.

**Extracurricular Activities:**

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**Fall 2011 – Fall 2012**

Member of Hospitality Club – Handling events and occasions during the year –  
University of Balamand

**Spring 2010**

Computer Lab Assistant, School of Tourism and Hotel Management – University of  
Balamand

**Fall 2008**

Member of Interactive Club (organizing events), University of Balamand

**Computer skills:**

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Microsoft Office, Internet navigation

**Languages:**

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Arabic: Mother tongue  
English: Fluent read, spoken and written  
French: Intermediate level  
Chinese: Beginner level

**Hobbies:**

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Sports: Swimming, Volleyball  
Music: Guitar (a year of training at the Lebanese National Conservatoire)  
Reading, writing, surfing the web and cooking

**References:**

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*Mrs. Maria Bou Eid*

Rooms Division Manager

Saifi Suites – Beirut

+0961-(0)-1-566567 ext: 555

*Mrs. Jeanine Haddad*

Executive Housekeeping Department

Gefinor Rotana- Beirut

+961-(0)3-71888 ext: 4041

*Ms. Elsy El Rayess*

Learning and Development Manager

Gefinor Rotana- Beirut

+961-(0)-1-371888 ext: 4046

*Mrs. Hala Farhat*

Senior Lecturer & Advisor

School of Tourism & Hotel Management, Faculty of Business & Management

University of Balamand, Al Koura, North Lebanon

Email: [hala.farhat@balamand.edu.lb](mailto:hala.farhat@balamand.edu.lb)

Office: +961-(0)6-930250 ext: 4522

*Mr. Laurent Yacoub*

Lecturer & Advisor

School of Tourism & Hotel Management, Faculty of Business & Management

University of Balamand, Al Koura, North Lebanon

Email: [laurent.yacoub@balamand.edu.lb](mailto:laurent.yacoub@balamand.edu.lb)

Office: +961-(0)6-930250 ext: 4522