

Curriculum Vitae

Personal information Tawk, Elie

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September 19th, 1988

Single

Desired Employment / Objective

To obtain a position whereby demonstrated skills, acquired knowledge and experience may be utilized for advancement, challenge and growth.

Work Experience:

Intercontinental Staybridge Suites Beirut

November 2014 – Present Date

Front Office Supervisor:

- Provide outstanding services and ensure guests satisfaction.
- Address customer concerns and complaints promptly and professionally.
- Respond to customer needs and requests in a timely manner
- Plan and assign workloads for front office associates.
- Supervise associates in their assigned job duties.
- Prepare operational and financial records for Manager to review.
- Identify resource requirements and manage resource allocations to ensure complete coverage and continuous availability.
- Assist in hiring and training associates in front office duties.
- Evaluate the performance of associates and provide appropriate feedback.
- Ensure associates follow company policies and operational procedures.
- Schedule regular meetings to discuss about issues and updates.

Educate associates on safety, emergency and security procedures.

October 2013 – October 2014

Front Office Agent

- Register guests and assigns rooms. Accommodates special requests whenever possible.
- Assists in preregistration and blocking of rooms for reservations.
- Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures.
- Understands room status and room status tracking.
- Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
- Coordinates room status updates with the housekeeping department by notification housekeeping of all check outs, late checkouts, early chek-ins, special requests, and day use rooms.

- Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange,
- Attends department meetings.
- Understand that business demands sometimes make it necessary to move employees from their accustomed shift to other shifts.

Mr. Mohamad AL Ghali – 03/025772

Phoenicia Intercontinental

Guest Services Supervisor: (July 2010 – September 2013)

- Handle the Coverage stay of guests through Travel Agencies.
- Responsible for the speedy and courteous answering of incoming telephone calls, providing all necessary information to callers, and transferring all calls to the related departments.
- Handle guest's needs or requests and reports complaints to the Duty Manager.
- Responsible for the rendering secretarial, clerical and related assignments to the hotel guests.
- Maintain perfect relationships with all guests to guarantee perfect customer service.
- Monitors automated systems including fire alarms and telephone equipment when engineering and maintenance department is closed.
- Assist in reporting telephone equipment or service complaints and problems.
- Train or assist in training new telephone operators in performance of job duties.
- To be fully aware of and adhere of health and safety, fire and bomb threat procedures.
- Update directory information on the front office software.
- Dispatch international courier with DHL or Aramex.

Section's Training Ambassador:

- Responsible to plan, implement, and review Section Training to ensure it meets the needs of the Business.
- Ensure all Tasks breakdown is up to standards and complete.
- Plan a 6 months training plan and cascade the learning objective relative to each month and monitor training.
- Responsible for newcomers and trainees' trainings.
- Monitor grooming standards and product knowledge

Mrs. Rima Korban Abu Samra – 03/408334

Front Office: Support and concierge assistance (February 2009 – July 2010)

- Handle the Coverage stay of guests through Travel Agencies.
- Handle General Security Data.
- Update Guest Profile and history.
- Handle incoming and outgoing parcels.
- Restaurant reservation.
- Ticket Confirmation.

Mrs. Rima Korban Abu Samra – 03/408334

Commis Chef (June. 2007 – Jan. 2008)

- Oriental and butchery kitchen department

Trainings:

- 1 month Cross Exposure at Sales and Marketing Department at Phoenicia Beirut Hotel - September 2012 - October 2012:
- - Reservation department, Field and Sales, Banquets Sales.
- First Aid training Certificate

Education

- BA Hospitality Management - Al Kafaat University - 2013
- Graduated BT3 rank first at Kafaât Catering School, signed by the Chef Ramzi Chouwayri Director of the Al-Kafaât Catering school - 2007
- Japanese Certificate from the H.E. the Ambassador of Japan in Lebanon Mr. Yoshihisa Kuroda “Project for far-east culinary” - 2007
- Brevet Certificate - St Therese school Lebanon - 2004

Personal Skills & Competences

- Ability to work in fast paced environment as a team player or independently.
- Communicate effectively in person and via telephone.
- Handle all matters with ultimate diplomacy and confidentiality.

Computer skills

- Opera System for Hotels.
- Micros, FBM.
- QEMS: Quality and Engineering Management System.
- Microsoft Word
- Internet

Mother tongue(s)

- Arabic.

Other language(s)

- *English:* Reading, Writing, Speaking: Excellent
- *French:* Reading, Writing, Speaking: Basic User.

Centers of Interests:

Workout, swimming, walking and hiking.