

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

Date of birth: 2 June 1987

Nationality: Lebanese

Objective:

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

Education:

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

September 2014 – Present

Saifi Suites Hotel – Beirut – Lebanon

Night Auditor

Job description

- *Posts room charges and taxes to guest accounts.
- *Verifies all account postings and balances.
- *Tracks room revenues, occupancy percentages.
- *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.

July 2012 – September 2014

Gefinor Rotana, Beirut- Lebanon

Housekeeping Supervisor

Job description

- *Supervising agents to ensure adequate housekeeping
- *Quality control

*Using Opera, tracking allocations and VIP guests

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

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

Certificates

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:

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

Computer skills:

Microsoft Office, Internet navigation

Languages:

Arabic: Mother tongue

English: Fluent read, spoken and written

French: Intermediate level

Chinese: Beginner level

Hobbies:

Sports: Swimming, Volleyball

Music: Guitar (a year of training at the Lebanese National Conservatoire)

Reading, writing, surfing the web and cooking

References:

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

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

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