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| **Maya JAMMAL** DOB: 08/07/1994 Nationality: Lebanese  Zahrawi Street  Basta Tahta -Beirut |  | Cel: +961 71 345756  Tel: +961 1 644465  **E-mail:**  [Maya.jammal@hotmail.com](mailto:Maya.jammal@hotmail.com) |

**Education:**

2013-2015 Bachelor of Science in Hospitality and Tourism Management,

Lebanese international university

2011-2012 Baccalaureate of Live Science ,

Lyceé du Museé – Badaroo - Lebanon

**Professional Experience.**

July 2014- To date Front Office Agent at Moevenpick Hotel Beirut

* Handle the check In and check Out procedure
* Handle promptly all guest complaints and requests
* Handle all the cash and credit card payments
* Handle room assignments
* Follow up on traces and guest comment sheet and follow up on actions
* Guest services
* Build relationships with regular guests
* Attends department meetings
* Adding walk in reservations

Apr 2014- July 2014 Guest Service Agent at Moevenpick Hotel Beirut

* Uses proper telephone etiquette.
* Reads and initials the pass-on log and bulletin board daily
* Acknowledge daily meetings and activities taking place in the hotel
* Attends department meetings
* Check all the VIP and Repeated guest arriving the next day
* Handling courtesy calls to check on guest’s stay
* In charge of all wake up calls
* Answering and transferring calls promptly
* Handle general security matters

July 2013-Feb 2014 Front Office Agent at The Parisian Hotel – Beirut

* Responsible of the PM shift
* Uses proper telephone etiquette.
* Knows room locations, types of rooms available, and room rates.
* Handle room assignments
* Performing cashier related functions
* Handle the check In and check Out procedure
* Answering and transferring calls promptly
* Room reservation
* Handling guest’s complaint and requests.

Jan 2012 – July 2012 Cashier at Plat D’or restaurant – Beirut

* Taking guest order and add it on Micros
* Receive payment by cash or credit cards
* In charge of to go orders
* Taking delivery orders and locate the address

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**Language skills: Spoken Written**

English Fluent Fluent

French Fluent Fluent

Arabic Native

Spanish Intermediate

**Computer skills:**

HMS, OPERA, Microsoft office (Word, Excel, PowerPoint), Internet.

**Hobbies:**

Ping Pong - Basket Ball

**References are available upon request**.