

ELIA EL KHOURY

Work experience

Dec 2013 - Dec 2016 / **EMIRATES** airline / Cabin crew

business class team leader

Responsibilities

- Lead, manage and coach a team of Cabin Crew to ensure consistent delivery of world-class customer service End to end management of direct report colleagues whilst on the ground,including cabin crew performance
- Deliver excellent customer service in the air through supporting and motivating my team .
- Ensure and anticipate the needs of our passengers using my cultural and language expertise.
- Effectively lead the team and instil passion for the products they work with and the service they provide.
- Complete Inflight Assessments on Cabin crew
- Deliver motivational and developmental feedback & follow up
- Responsible for the ensuring all safety and procedures are met
- Achievement of Company and Fleet targets and objectives.

Dec 2010 - Dec 2013 / **MIDDLE EAST AIRLINES** / In-flight services

Cabin crew

Responsibilities

- Promoting the sale of duty-free products.
- Serving meals and drinks to the passengers throughout the flight.
- Dealing with difficult passengers & situations politely but firmly.
- Ensured the safety of passengers during the flight

Sep 2008 - Nov 2010 / **MTC TOUCH (TELEPERFORMANCE)** / Call center

Operator and tracking

Responsibilities

- Customer service representative with demonstrated strengths in customer service and problem solving.
- Full knowledge of TOUCH services to assure quick and efficient response to customers inquiries and problems
- Handling , monitoring, reviewing and following up on customers records and services.



BASIC DATA

- St Zakhia street/ FAMILIA2000 bldg, 4307, Aamchit
- 0096171743618
- lallous120@hotmail.com
- 9/26/1988
- Single



LANGUAGE PROFICIENCY

Arabic ★★★★★
native speaker

English ★★★★★
expert, interpreting

French ★★★★★
expert, interpreting

Spanish ★
beginner



DRIVER'S LICENSE

Groups

A

Other professional experiences, references

- 👍 Communicates in a confident and credible way
- 👍 Inspires and engages teams by creating and communicating a compelling vision
- 👍 Takes leadership and provides team with clear accountabilities
- 👍 Takes ownership for delivery people management and development
- 👍 Self-awareness
- 👍 Maintains focus and momentum to optimise performance
- 👍 Recognises, celebrates and rewards high performance -and is able to manage poor performance
- 👍 Encourages continuous improvement and innovation.
- 👍 Experience of working with people from different cultures & backgrounds
- 👍 References : available upon request

Education

2004 - 2007

High school diploma

LYCEE , Aamchit - sayde street

2007 - 2010

Business management

Lebanese Canadian university , Ayntoura

Certificates and Courses

MODEL UNITED NATIONS : best position paper award worldwide

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Emirates airline

Certificate of achievement : safety and emergency procedures training (score 100) Certificate of achievement : senior business class team (rated 4.2/5)

Emirates airline

NAJEM award : best customer service delivery and problem solving .