**Ghassan Charkassi**

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**Objective**

Exploring a responsible career opportunity, where I can fully utilize my five years’ experience and management knowledge, while making a significant contribution to the success of the organization.

**Summary of Qualifications**

* Enthusiastic, dependable, and self-motivated.
* Remain calm and work well under demanding conditions.
* Skilled at working with people from diverse backgrounds.
* Possess excellent communication and inter-personal skills.
* Hard worker and ability to assume responsibility.
* Well-groomed appearance.
* Polite, respectful, and courteous manners.
* Computer literate in Microsoft Word, Excel, Outlook, and Power Point.

**Awards**

* Bronze Medal in IFH Scoring 90% March 2015
* Certificated as Employee of the month August 2014
* Certificated as most nominated name by guests March, 2013
* Certificated as supportive employee in cutting cost of the company March 2013
* Certificated as Employee of the month December, 2012
* Best Escorting nominated by Mr. Guest in 2012 scoring 95%

**Education**

* Study Accounting From Spring 2012 till Summer 2016

American University of Science and technology

* Oakland Community College ( Farmington Hills, Michigan, USA ) from 2000 till 2002
* Lebanese Baccalaureate, 1999

**Work Experience**

February 2015 to Present ( Gefinor Rotana Hotel Beirut)

**Position: Front Desk Agent / Night auditor**

**Duties and Responsibilities**:

* Maintains effective communication with all related departments to ensure smooth service delivery.
* Ensures that the guest receives the accommodation he/she is expecting.
* Maintain an up to date knowledge of hotel and local services and supply information and respond to guest queries.
* Maintain awareness of guests profiles through Opera guest profile system
* To check all cashiers city ledger bills at the end of shift to ensure that the billing and attachments are correct..
* To have a thorough knowledge of daily, monthly and yearly targets..
* Check in/Check out in addition to room assignment.
* Analyze guest feedback and report to management.
* Handle Front Office Cashier and assist in guest folios.
* Issue daily management reports.
* Being covering overnight shift lately, I am responsible of the hotel operation and night run process.

May 2010 to February 2015 ( Gefinor Rotana Hotel Beirut )

**Position: Concierge / Guest Relations**

**Duties and Responsibilities**:

* Handle guest complaints in a professional manner.
* Communicate with airlines in order to provide all guests queries.
* Maintain a professional relationship for satisfying customer needs.
* Advise clients with all kind of activities and entertainments (restaurants, night clubs, cars, boats).
* Assist guests upon check in and escorting them to their rooms.
* Communicate with airlines in order to provide all guests queries.
* Maintain a professional relationship for satisfying customer needs.

From 2002 to 2008 ( Subway Restaurant, Detroit, Michigan, USA )

**Position: Manager**

**Skills**:

**Fluent in** :English and Arabic, **Average in** : French

**Computer literacy**: Word, Excel + Hospitality Software: Fidelio, PMS, Opera

**Hobbies**:

Sports, Traveling and biking

**References:**

**Hassan Saleh** : Front Desk Manager ( 961 3 056 399 )

**Paul Salameh** : Assistant Front office manager ( 961 3 948 184 )