

DONNAWI, INDEPENDENCE STREET, SHAHABEDDINE BUILDING, 6<sup>TH</sup> FLOOR,  
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## LAYAL HASSAN MOUGHNIEH

### OBJECTIVE

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*To utilize my education in the hospitality management sector in which I will help the Company to meet and exceed its objectives while expanding my horizons.*

### PERSONAL INFORMATION

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**Nationality:** Lebanese  
**Date of Birth:** 13 September 1990  
**Marital Status:** Single

### PROFESSIONAL EXPERIENCE

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#### ImperialJet

*Downtown– Beirut, Lebanon*

*9 June 2014 – Present*

- *Receptionist*

#### *Job Description:*

- Answer all incoming calls and handle caller's inquiries whenever possible
- Re-direct calls as appropriate and take adequate messages when required
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
- Send and receive Fax Messages
- Pick up and deliver the mail
- Greet and assist visitors
- Maintain an adequate inventory of office supplies
- Handle executive requests and provide secretarial support
- Coordinate the repair and maintenance of office equipment
- Make preparations for and participate in committee meetings
  - a. Staff Outings
  - b. Charity Events
- ...
- Provide services for the Human Resources Manager like:
  - a. Responding to candidates' Emails
  - b. Taking appointments for in-Office/Skype interviews
  - c. Helping with the payroll

- Provide services for the Operations Department like:
  - a. Provide reports (OCC Incentive Reports/ Crew Satisfaction Reports/OCC incentive monthly status reports)
  - b. Book hotel rooms for the Crew
  - c. Airport pickup / Drop off for the Crew
- Provide services for the head of Departments:
  - a. Book Hotels, Chalets, Villas ...
  - b. Restaurant Reservations.

**Majid El Futtaim - City Centre Beirut**

*Hazmieh, Lebanon*

*1 March 2014 – 31 May 2014*

- *Customer Service Officer*

Working under the Marketing Department

Job Description:

- To give directions to the customer
- To do De-Tax
- To Present Power Point Presentations - Brands knowledge
- To handle complaints
- Problem solving
- Campaigns (To give Ideas – organize ...)
- ...

**The Smallville Hotel**

*Badaro – Beirut, Lebanon*

*1 June 2013 – 2 January 2014*

- *Guest Relations Agent (Pre-opening experience)*

Duties and Responsibilities:

- To maintain effective communication with all related departments to ensure a smooth service delivery.
- To extend personal service and attention to all guests.
- To maintain a good working relationship with Guest Relations Manager and Lobby Hostesses.
- To ensure that the guest is allocated the accommodation he/she is expecting and that Reception is aware of any necessary requirements.
- Escorting – Show Room
- To maintain an up to date knowledge of the hotel and local services, supplies information and responds to guest queries.
- To maintain awareness of guest profiles through the Fidelio guest profile system.

- To deal promptly, efficiently and pleasantly with any queries.
- To daily print and review action reports.
- To block rooms and communicate with F&B for treatments for rooms following the standard procedure.
- To ensure that groups are met and checked-in with welcome drinks, etc.
- To send to the Taxi Company a list of all guests to be taken to the hotel, copying to relevant departments/sections. (Airport pickup/ Drop off/Tours ... )
- To maintain awareness of competitors' rates and occupancy levels.
- To promote inter-hotel sales and in-house facilities.
- To establish promotes and to maintain good public relations and enhance sales for the hotel at every opportunity.
- To pass sales leads to the Sales Department.
- To maintain regular and effective liaison between Front Office and other departments with particular emphasis on Housekeeping.

**General Responsibilities:**

- To promote efficiency, confidence, courtesy and an extremely high standard of social skills.
- To generally promote and ensure good inter-departmental relations.
- To display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.
- To demonstrate pride in the workplace and personal appearance at all times when representing the hotel thus identifying a high level of commitment.
- To adhere to Company and Hotel rules and regulations at all times.

**Occasional Responsibilities:**

- To report any equipment failures/problems to the Maintenance Department.
- To pass any maintenance requests to the Maintenance Department.
- To participate in any Training/Developments schemes as recommended by senior management.
- To assist the Duty Manager in any task outlined/detailed by him/her.
- To comply with any reasonable request made by management to the best of your ability.

**The Four Points by Sheraton Le Verdun**

*Verdun – Beirut, Lebanon*

*1 June - 15 July 2011*

- Front Office Training

General Responsibilities

- To answer incoming calls and assist with reservations, confirmations, room need requests, and questions.
- To explain Hotel products, service and other information about the Hotel as requested.
- To sell, process and enter and confirm room reservations using selling techniques and strategies.
- To maintain knowledge of current Hotel events, activities, hours of operation as well as dining options currently available.
- To greet guests warmly and perform registration procedures.
- To provide guests with appropriate room assignments, room keys, directions to the rooms, while up-selling when appropriate.
- To verify payment for stay including incidental costs by obtaining credit information.
- To assist guests with issues and complaints, with empathy and a focus on guest satisfaction. To use supervisor support when necessary.
- To answer incoming calls within 3 rings with appropriate greeting.
- To maintain accurate logs of mail, packages, parcels or other items for guest delivery.
- To post charges to guest accounts as designated.
- To facilitate guest departures providing accurate statements and ensuring guest satisfaction and collecting all payments due.

*16 July - 15 August 2011*

- Housekeeping Training
  - Cleaning rooms
  - Laundry (Ironing ...)
  - Supervising agents (Schedules, Checking the rooms after cleaning ...)

**Holiday Inn Dunes**

*Verdun – Beirut, Lebanon*

*1 June 2010 – 31 August 2010*

- Food And Beverage Department as room service ,restaurant waitress and hostess

## **EDUCATION**

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- **Spanish Language Courses**

Instituto Cervantes –Downtown January 2015 – January 2016

Class B1,1

Spanish Language

- **Licentiate degree, Hospitality Management**

Lebanese University – Jnah 2010 - 2014

- **Lebanese Baccalaureate part2 – Sociology and economics**

*Maaniye High School– Beirut, Lebanon Year of Graduation: 2009*

- **English courses**

*Amideast – Beirut, Lebanon      2005 – 2007*

## **LANGUAGES**

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Fluent in Arabic, English, French (Speaking and Writing)  
Spanish beginner (Speaking and Writing)

## **SKILLS**

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- Microsoft Word/Excel/PowerPoint and Outlook.
- Microsoft Windows XP/7 and Windows 8.
- Opera Enterprise Solution (MICROS).
- MICROS-Fidelio SaaS (Software as a Service) solution.
- FOS
- Communication Skills.

## **HOBBIES AND INTEREST**

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- Dancing