



Ridon El Chaar

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OBJECTIVE

Seeking a challenging and rewarding role in the hospitality sector; Rooms Division or Sales & Marketing, where I contribute with both my experience as well as strong academic background to achieve the company set objectives.

QUALIFICATION HIGHLIGHTS

- Proven leadership and people management skills
- Strong sales management capabilities
- Customer-centric through proven customer loyalty initiatives/activities
- Self-motivated and strong interpersonal skills
- Capable of handling multiple projects simultaneously and effectively
- Outstanding knowledge of computer applications (Excel, Outlook, Word, PowerPoint, Micros, Omega, Opera, Protel, Wishnet)
- Fluent in both English and Arabic, written and verbal

EDUCATION

From 08/2009 to 07/2012

AUL, Beirut, Lebanon

Bachelor of Science in Business &
Hospitality Management

UOFA, USA

Bachelor of Science in Business &
Hospitality Management

WORKING EXPERIENCE

From 07/2016 until 07/2017.

Ayla Bawadi Hotel, Al Ain, UAE

Front Office Shift Leader, Night Manager Tasks, Guest Service

Main responsibilities

- Guest Service
- Communication Skills
- Customer Satisfaction
- Computer Skills
- Teamwork
- Manage Guest Complaints
- Marketing Our Facility

- Check-in & Check-out
- Manage Operation
- Check Daily Revenue / Competitors

From 2004 till 2016

Family Owned Business

Lebanon, Ainab

Main responsibilities

- Customer Service
- Guest Satisfaction
- Sales & Marketing
- Purchasing Requisitions
- Cost Control Management
- Safety & Hygiene

From 02/2015 to 04/2016

Le Gray Hotel

Downtown Beirut

Telephone Operator

Main responsibilities

- Order taker
- Reservation
- Update request logs
- Take guest request
- Do night reports
- PB/PC/CID Nationalities
- WUC's

From 12/2014 to 04/2015

Ya Mal El Sham Restaurant

Chelsea, London, UK

Assistant F&B Manager

Main responsibilities

- Order taker
- Guest Service
- Handling & Solve guest problem
- Bills
- Inventory Stock
- Cost Control
- Purchase Materials
- Daily Revenue

From 04/2014 to 05/2014

Radisson Blu Martinez Hotel, Beirut, Lebanon

Front Office/ Operator training

From 12/13 to 2/2014

Golden Tulip Hotel, Aley, Lebanon

Pre-opening Manage & Train F&B Staff
Training Extra F&B staff
From 5/2013 to 8/2013
L'Heritage Resort, Aley, Lebanon

F&B Captain / Supervisor
Training F&B staff

From 02/09 to 06/2012
Crown Plaza Hotel, Hamra, Lebanon
F&B Supervisor

Main responsibilities

- Engaged customers in needs-based conversations to recommend the right option.
- Managed operation of the restaurant/bar/lounge to ensure optimal customer service.
- Maximized all revenue opportunities through effective team work and development, served all food and beverage as required by hotel brand standards, and maintained overall levels of courtesy, service, and cleanliness of the F&B areas.
- Acted with integrity, honesty and knowledge that promote the culture values and mission of the hotel.
- Maintained a calm demeanor during periods of high volume or unusual events to keep restaurant operating to standard and to set a positive example for the team.
- Maintained regular and consistent attendance and punctuality.
- Recognized and reinforced individual and team accomplishments by using existing organizational tools and collaborating with manager to find new, creative, and effective methods of recognition.

From 6/2008 to 9/2008
Galliera Hotel, Beirut, Lebanon
F&B Waiter training

TRAINING AND WORKSHOPS

- Diversity management
- Cross-cultural communication
- Workplace health and safety
- Organizational development
- Training design and delivery
- Pre-employment skills development
- Front office operation
- Room service department (food and beverage service, mini-bar and amenities)
- Food and beverage service department (waiter and captain)
- Operator/Telecom

UAE Driving License Available

REFERENCES Available upon request