**LARA ABOU NASSIF**

**Objectives:**

To evolve into a hardworking and sincere professional with all my devotion, contributing to the success of the organization and at the same time to enhance my knowledge and develop my communication skills.

**Academic Qualification:**

**.** Three years Travel and Tourism at Lebanese University -Faculty of Tourism and Hospitality Management.

**.** Lebanese official Bacc2 (Experiential Science) Baakline Official Secondary School - Baakline Lebanon.

**Qualification Summary:**

**.** Expert in the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar**.**

**.** Extensive knowledge of principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

. Very attentive, giving full attention to customers, taking time to understand the points being made, asking questions as appropriate, and conveying empathy.

**Skills:**

MS Office (Excel, Word, Power Point and windows)

Reservation system - Word Span

**Technical skills:**

**.** Able to work glowing in a team

**.** Good communicator who can cooperate well with people from a variety of cultures

**.** Responsible, realistic, and dependable

**.** Friendly, caring and service oriented

**.** Customer - focused approach

**Professional Experience:**

**. Since January 2015**

**Jet Travel Agency, Beirut**

**. July 2010- September 2011 –During my studies**

**Tourista Travel Agency – Baakline, Lebanon**

**.**  Answer inquiries regarding such as information as schedules, accommodations, procedures and policies

**.** Assemble and issue required documentation such as tickets, travel insurance policies, and itineraries

**.** Confer with customers to determine their service requirements and travel preferences

**.** Contact customers or travel agents to advise them of travel conveyance changes or to confirm reservations

**.** Determine whether space is available on travel dates requested by customers, and assign requested spaces when available

**.** Inform clients of essential travel information such as travel times, transportation connections, and medical and visa requirements

**.** Make and confirm reservations for transportation and accommodations, using telephones, mail…

**.** Plan routes, itineraries, and accommodation details, compute fares and fees, using schedules, rate books and computers

**.** Prepare customer invoices, and accept payment

**.** Provide clients with assistance in preparing required travel documents and forms

**.** Provide customers with travel suggestions and information such as guides, directories, brochures and maps

**.** Contact motels, hotels, resorts and travel operators to obtain current advertising literature

**.** Promote particular destinations, tour packages, and other travel services

**.** Sell travel insurance

**.** Trace lost, delayed, or misdirected baggage for customers and etc.

**Interests:**

**.** Reading, Public Relation, Swimming, Football, Travelling and exploring new cultures.

**Personal Profile:**

Date of birth: 02-March-1991

Nationality: Lebanese

Place of birth: Baakline

Status: Married

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