****Hani El Radi

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Personal statement

A conscientious and professional Reservations & Revenue assistant manager seeking a new challenging opportunity. A highly organised and efficient individual, courteous self-motivated and detail-oriented with nearly six years of experience exercising a high level of commitment to exceptional customer service in hotel settings. Brings a positive energy to workplace and functions well in a fast-paced high volume environment. Strong ability to capture as high-dollar reservations by utilizing selling techniques effectively.

Employment History

Assistant Reservations and Revenue Manager, The Torch Doha Hotel, Qatar

**(March 2016 – December 2017)**

* Supervise, train, schedule and evaluate Reservations agents and Coordinators, ensuring that all procedures are performed to the hotel’s standards.
* Perform all daily tasks related to inventory control and balancing. Assist where necessary to ensure optimum service to guests, visitors and other departments is delivered.
* Maximising revenue through regular communication and implementation of the pricing and selling strategies.

Reservation and Revenue Supervisor, The Torch Doha Hotel, Qatar

**(March 2013 – February 2016)**

Reservations Agent, Holiday Inn Dunes Beirut, Lebanon

**(June 2011 – February 2013)**

* Maintaining and organising the company filing system
* Supervise, train, schedule and evaluate Reservations agents and Coordinators, ensuring that all procedures are performed to the hotel’s standards.
* Perform all daily tasks related to inventory control and balancing. Assist where necessary to ensure optimum service to guests, visitors and other departments is delivered.
* Maximising revenue through regular communication and implementation of the pricing and selling strategies.

Front Office Agent, Le Commodore Hotel Beirut, Lebanon

**(October 2010 – June 2011)**

* Register & process guests and their assigned rooms
* Accommodate guest requests
* Communicating with hotel staff on the status of guest rooms
* Up Selling guest rooms and promoting hotel services
* Handling cash payments
* Maintain a clean and neat front desk area

Education

La Sagesse University in collaboration with Ecole Hoteliere De Lausanne Beirut, Lebanon

**(2007 –2010)**

* Bachelor of Science in Hospitality Management

****Lycee Abdelkader****

****Beirut, Lebanon****

**(2006 –2007)**

* Baccalaureate Second Degree in Social Economics

Key Skills

* Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint
* Proficiency in hotels systems Micros, SPSS, MS Project, Fidelio, Opera PMS All Versions
* Excellent communication skills, both written and verbal

Managerial Trainings and Internships

Rooms Division Managerial Training, Imperial Sheraton Kuala Lumpur, Malaysia

**(May 2009 – September 2009)**

Food and Beverage Managerial training, Al Murooj Rotana Dubai, UAE

**(April 2008 – August 2008)**

Activities and Achievements

Basketball, Swimming, Travelling, Social Media

* Played for the basketball varsity team in my school
* Awarded with Most Valuable Player (MVP) in the Riyadi Basketball School Beirut, Lebanon
* Awarded in the Beirut International Marathon 2003, 2004 and 2005.

References

References are available upon request.