

## Curriculum Vitae

**Name :** Lamiss Ghazi Harb

**Date of Birth :** September 1, 1995

**Marital Status :** Single

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### Qualifications :

**2013 – 2017:** Lebanese International University (LIU) (School Of Education )

- Lebanese University ( School of Media and documents ) ( Public Relations)

### Professional Experience And Achievement :

- **2017 : Front desk shift leader at Le Patio Boutique Hotel Downtown:**
- Maintain effective communication with all related departments to ensure smooth service delivery.
- Maintain good working relationship with all Front Office employees with particular emphasis on Guest Service Agents and Guest Relations.
- Supervise all Front Desk employees ensuring guests are taken care of in a professional and friendly manner.
- Maintain awareness of guest profiles.

- **2015-2016 : Front desk representative ( receptionist and guest relation agent )  
at Lancaster Plaza Beirut :**

- Undertake front of house duties including meeting, greeting and attending the needs of guests, to ensure a superb customer service experience.
- To build a good communication with all guests and handling complaints and issues quickly to maintain high quality customer service, providing solutions as quickly as possible coordinate with Front Office Manager to resolve issues and take action.
- Dealing with guest requests to ensure a comfortable and pleasant stay.
- Responsible for accurate and efficient accounts and guest billing processes.
- Ensure that all reservations and cancellations are processed efficiently.
- Keep up to date with room prices and special offers to provide accurate information to guests.
- Report any maintenance, breaking or cleanliness problems to the relevant manager.
- Handled VIP amenities and arrivals, messaging and guest relation.
- Escorting VIPs to their allocated rooms while explaining room features and taking on extra requests.

- **2014-2015: Front Office Crew Member at InterContinental Phoenicia :**

- Welcome customers upon entrance and confirm reservations
- Act as the point of reference for guests who need assistance or information and attend to their wishes and requirements
- Understand customer's needs and provide them with personalized solutions by suggesting activities and facilities provided by the hotel
- Acquire extensive knowledge of the premises and the nearby venues and businesses to make the most suitable recommendations

- Arrange events, excursions, transportation etc. upon request from hotel residents
- Answer the phone and make reservations, take and distribute messages or mail and redirect calls.
- Airport Desk Representative ( Welcoming VIP and regular guests, Arranging shuttles ( Airport pickup and drop-off, Hotel's reservations, escorting, touristic tours planner ).
- **Skills and experience :**
  - A friendly and welcoming approach.
  - High standards of dress and presentation.
  - Ability to remain calm during difficult situations or in a very busy environment.
  - Excellent interpersonal skills, including a pleasant telephone manner.
  - Good administrative skills and the ability to use email and booking systems.
  - A patient listener who fully focuses on speakers and understands a variety of accents, Resourceful and detail-oriented; skilled problem-solver and multi-tasker.
  - An organized, detail-oriented, and conscientious self-starter, able to strategize and prioritize effectively to accomplish multiple tasks and stay calm under pressure.

**Hobbies:**

Reading (Arabic, French, English), Hiking, Off road driving .

**Languages:** Fluent in English, French and Arabic.

**Computer Skills:**

Microsoft Office (Word, Excel, Power Point), Opera, Pms.