

Rita Fakhry

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Objective

Self-motivated, efficient and open-minded leader and team player, I am seeking a part-time job in the field of hotel management that would add to my experience and further sharpen my skills.

Education

- **Al-Kafaat University (AKU)** 2017 – present
Bachelor in Hotel Management.
- **Grand Lycée Franco Libanais – Beirut** 2002 – 2017
International French Baccalaureate - Economics and Sociology.

Experience

- **Intern, Grand Hills Hotel & Spa - Broumana** April 2019
 - Greeted all of the clients in a pleasant manner.
 - Responded to calls and answered customers' questions.
 - Attended to customers' concerns and effectively resolved their complaints.
 - Made sure that all clients are extremely satisfied with their experience.
- **Intern, Lebanese Beirut Airport Catering Company (LBACCC)** July 2018
 - Worked within a team and built good and respectful relations with my colleagues.
 - Attended to customers' complaints in order to ensure customer satisfaction.
 - Handled stressful situations and willingly helped wherever needed.
- **Hostess, Select Hosting Agency** 2017
 - Worked within a team in order to delivery high quality performance.
 - Ensured respectful treatment of the customers and their satisfaction.
 - Catered to customers' requests, needs and complaints.
- **Intern, SAAB Architecture Group** 2015
 - Responded to phone calls and answered customers' questions.
 - Assisted the team in planning and organizing files and projects.
 - Attended all team meetings and fulfilled all tasks that were assigned to me.

Languages and Computer Skills

- Arabic (native), French (fluent), English (fluent).
- Proficient in Microsoft Office (Word, Excel and PowerPoint).

Interests

Active Scouts Leader, Dedicated Volunteer and Passionate Activist.

References

Available upon request.