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## LAYAL HASSAN MOUGHNIEH

### OBJECTIVE

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*My desire is to find a stable yet challenging position in a professional environment in which to learn new technologies and skills while utilizing my previous experiences and my hospitality management license to improve beyond my current abilities and expand my horizons... I expect to build strong business relationships within the company and with clients; and to exceed expectations in all aspects of my work.*

### PERSONAL INFORMATION

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**Nationality:** Lebanese  
**Date of Birth:** 13 September 1990  
**Marital Status:** Single

### PROFESSIONAL EXPERIENCE

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**LightBox Intl.** Gemmayzeh – Beirut, Lebanon

01 October 2017 – Present

*Sales Assistant*

Job Description:

- Assist in the CRM implementation
- After sales support – additional enquiries & technical support.
- Coordinate Technicians visits
- Issue analysis reports: sales Turnover + suppliers Turnover + Turnover Forecast...
- Coordinate Catalogues Availability (in and out operation)
- Coordinate the projects track throughout the process.
- Receive the requested reports from the sales
- Assist the sales manager in preparing the meeting schedule.
- Issue minutes of team for the weekly sales meeting.
- Conduct client satisfaction surveys

**ImperialJet** *Downtown– Beirut, Lebanon*

*9 June 2014 – 5 March 2017*

**Administrative Assistant & HR Officer**

**Job Description:**

- Deal with all inquiries in person, on the telephone, Fax or via e-mail
- Maintain an adequate inventory of office supplies
- Coordinate the repair and maintenance of office equipment
- Make preparations for and participate in committee meetings: Staff Outings /Charity Events ...
- Provide services for the Human Resources Manager like:
  - a- Responding to candidates' Emails
  - b- Scan – Filter CVs
  - c- Taking appointments for in-Office/Skype interviews
  - d- Send Rejection Emails to candidates
  - e- Fill NSSF Papers
  - f- Monitor Daily attendance
  - g- Follow up with the new employees concerning their papers
  - h- Exporting attendance data from POS System
  - i- Arrange the Attendance Sheet
- Provide Administrative Assistant services for the owner and head of Departments:
  - a- Schedule and coordinate meetings, appointments and travel arrangements for Managers (Book Hotels, Chalets, Villas, Taxis, Helicopters, wellness programs, Restaurant Reservations ...)
  - b- Provide general administrative and clerical support including mailing, scanning, faxing and copying to management
  - c- Manage calendar for Managing Director
- Provide services for the Operations Department like:
  - a- Provide reports (OCC Incentive Reports/ Crew Satisfaction Reports/OCC incentive monthly status reports)
  - b- Book hotel rooms for the Crew
  - c- Airport pickup / Drop off for the Crew

In addition to all of the above I used to support our sister company a travel agency called COREX with the requests and work and sometimes the accounting department as well.

**Majid El Futtain - City Centre Beirut** *Hazmieh, Lebanon*

*1 March 2014 – 31 May 2014*

**Customer Service Officer (Working under the Marketing Department)**

**Job Description:**

- To give directions to the customer
- To give directions to the customer
- To do De-Tax
- To Present Power Point Presentations - Brands knowledge
- To handle complaints

- Problem solving
- Campaigns (To give Ideas – organize ...)

**The Smallville Hotel** *Badaro – Beirut, Lebanon*

*1 June 2013 – 2 January 2014*

*Guest Relations Agent (Pre-opening experience)*

**Duties and Responsibilities:**

- To maintain effective communication with all related departments to ensure a smooth service delivery.
- To extend personal service and attention to all guests.
- To maintain a good working relationship with Guest Relations Manager and Lobby Hostesses.
- To ensure that the guest is allocated the accommodation he/she is expecting and that Reception is aware of any necessary requirements.
- Escorting – Show Room
- To maintain an up to date knowledge of the hotel and local services, supplies information and responds to guest queries.
- To maintain awareness of guest profiles through the Fidelio guest profile system.
- To deal promptly, efficiently and pleasantly with any queries.
- To daily print and review action reports.
- To block rooms and communicate with F&B for treatments for rooms following the standard procedure.
- To ensure that groups are met and checked-in with welcome drinks, etc.
- To send to the Taxi Company a list of all guests to be taken to the hotel, copying to relevant departments/sections. (Airport pickup/ Drop off/Tours ...)
- To maintain awareness of competitors' rates and occupancy levels.
- To promote inter-hotel sales and in-house facilities.
- To establish promotes and to maintain good public relations and enhance sales for the hotel at every opportunity.
- To pass sales leads to the Sales Department.
- To maintain regular and effective liaison between Front Office and other departments with particular emphasis on Housekeeping.
- General Responsibilities:
- To promote efficiency, confidence, courtesy and an extremely high standard of social skills.
- To generally promote and ensure good inter-departmental relations.
- To display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.
- To demonstrate pride in the workplace and personal appearance at all times when representing the hotel thus identifying a high level of commitment.
- To adhere to Company and Hotel rules and regulations at all times. Occasional Responsibilities:
- To report any equipment failures/problems to the Maintenance Department.
- To pass any maintenance requests to the Maintenance Department.
- To participate in any Training/Developments schemes as recommended by senior management.
- To assist the Duty Manager in any task outlined/detailed by him/her.
- To comply with any reasonable request made by management to the best of your ability.

**The Four Points by Sheraton Le Verdun** *Verdun – Beirut, Lebanon*

*1 June - 15 August 2011*

*Front Office Trainee & Housekeeping Trainee*

*Front Office Trainee 1 June - 15 July 2011*

**General Responsibilities**

- To answer incoming calls and assist with reservations, confirmations, room need requests, and questions.
- To explain Hotel products, service and other information about the Hotel as requested.
- To sell, process and enter and confirm room reservations using selling techniques and strategies.
- To maintain knowledge of current Hotel events, activities, hours of operation as well as dining options currently available.
- To greet guests warmly and perform registration procedures.
- To provide guests with appropriate room assignments, room keys, directions to the rooms, while up-selling when appropriate.
- To verify payment for stay including incidental costs by obtaining credit information.
- To assist guests with issues and complaints, with empathy and a focus on guest satisfaction.
- To use supervisor support when necessary.
- To answer incoming calls within 3 rings with appropriate greeting.
- To maintain accurate logs of mail, packages, parcels or other items for guest delivery.
- To post charges to guest accounts as designated.
- To facilitate guest departures providing accurate statements and ensuring guest satisfaction and collecting all payments due.
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*Housekeeping Trainee 16 July - 15 August 2011*

**General Responsibilities:**

- Cleaning rooms
- Laundry (Ironing ...)
- Supervising agents (Assign Housekeeping employees schedules, Checking the rooms after cleaning ...)

**Holiday Inn Dunes** *Verdun – Beirut, Lebanon*

*1 June 2010 – 31 August 2010*

*Working as a Hostess + Kitchen Trainee & Room Service Trainee*

**Hostess General Responsibilities:**

- Greet and Seat Guests
- Assign Wait Staff Tables
- Keep Track of and Facilitate Wait Staff Workflow
- Field Customer Complaints and Inquires
- Perform Opening and Closing Duties
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**Room Service Attendant General Responsibilities:**

- To take guest orders by phone.
- To deliver food, drinks, silverware and condiments to guest rooms

**Kitchen Trainee General Responsibilities:**

- To learn how to prepare food with the Chefs

## EDUCATION

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### **Spanish Language Courses**

Instituto Cervantes –Downtown January 2015 –January 2016  
Class B1,1

### **Licentiate degree, Hospitality Management**

Lebanese University – Jnah 2010 - 2014

### **Lebanese Baccalaureate part2 – Sociology and economics**

*Maaniye High School– Beirut, Lebanon Year of Graduation:2009*

### **English courses**

*Amideast – Beirut, Lebanon 2005–2007*

## LANGUAGES

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Fluent in Arabic, English, French (Speaking and Writing)

Spanish beginner (Speaking and Writing)

## SKILLS

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- Microsoft Word/Excel/PowerPoint and Outlook
- Microsoft Windows XP/7 and Windows 8
- Opera Enterprise Solution (MICROS)
- MICROS-Fidelio SaaS (Software as a Service) solution
- FOS
- PIMS
- Communication Skills

## HOBBIES AND INTEREST

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- Dancing