

## **Cover Letter**

Dear Sir,

I am writing to inquire if you have any vacancies in your company; I enclose my CV for your Information.

As you can see, I have an extensive experience in hospitality, and also I have worked in different fields. I have the ability to work in any field and with different type of people. I believe I could fit easily into your team and contribute to benefit of the company.

I am a team person who works hard, learns fast, and pays attention to details. I am flexible, quick to pick up new skills and eager to learn from others. I also have lots of ideas and enthusiasm.

I have excellent references and would be delighted to discuss any possible vacancy with you at your convenience. In case you do not have any suitable openings at the moment, I would be grateful if you could keep my CV on file for any future possibilities.

Yours Sincerely,

Rayan Al Sayegh



## Rayan Al Sayegh

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## Personal Summary

Date of Birth: 22 October, 1993.

Able to work on own initiative and as part of a team; First-class analytical, design and problem solving skills; Dedicated to maintaining high quality standards; A creative and enthusiastic person also with a diverse range of administrative clerical experience; Good listener and able to use own initiative to achieve company objectives.

## Objective

I am looking for a job that suits my education and experience where I can improve my professional skills and enrich my personality.

## WORKEXPERIENCE

May 13, 2019-  
Present

### Duty Manager at Lahoya Hotels (Lahoya Suites, Lahoya Homes, and Lahoya Gardens)

#### Duties:

- Checking assigned arrival rooms before check-in.
- Checking Maintenance works on daily basis.
- Coordinating with the housekeeping team concerning room assignments and cleaning.
- Solving any problem that occurs in the three hotels.
- Receiving all guests complains and taking the proper action.
- Giving approvals on rates for the staff and doing exceptions if needed.
- Approving the schedule on weekly basis.
- Having full responsibility and authority of the front office, since there isn't a FOM position.
- Having access on site minders and booking.com to update the inventory.
- Replying to guests' messages and reviews on booking.com.
- Following up all online reservations.
- Assisting all guests in order to meet their needs.
- Shadowing the general manager and attending meetings with him.
- Working on new procedures to improve all the operations.
- Doing plans to work on.
- Tracking and Following up the payments of the guests.
- Dealing and Negotiating the rates with guests.
- Double check all work done by the team.
- Ordering all stationary needed for the reception.
- Checking all amenities in the rooms and ordering special amenities for special requests or for VIP guests.
- Taking the proper action when employees do mistakes.

May 01, 2018-  
May 31, 2019

## **Front Office Team Leader at Le Yacht Club-Beirut**

### **Duties:**

- Assisting the Reception Management Team in supervising the Front Operation and Communication.
- Solving any customer's problem.
- Dealing with customers to meet their needs.
- Dealing with customers concerning the suites rates.
- Dealing with travel agencies and corporates.
- Assisting in maintaining and/or developing agreed operating procedures relating to Front Desk reception and to ensure that colleagues adhere to the correct procedures as laid down in the Standard Operating Procedures Manuals.
- Assisting the team in check-ins and check-outs.
- Assisting the team in receiving payments from guests.
- Assisting the team in receiving phone calls.
- Taking care of sectional training and ensure that the required training hours are achieved.
- Conducting the hand over between shifts, ensuring that all relevant staff are in attendance and that all pertinent information is passed accurately to the oncoming shift.
- Doing tours for new club seekers.
- Doing plans to upsell the suites and apartments.
- Selling rooms to prospective guests arriving without reservations, ensuring that the maximum revenue is reached without losing the sale.
- Taking reservations and doing exceptions if needed.
- Resolving all traces on a daily basis.
- Checking weekly all suites and apartments that are available for rental.
- Communicating on daily basis with Housekeeping in regards of Room Moves, Room Departures, and check in.
- Revising all work that was done by the team.
- Taking action when employees do mistakes.
- Solving the problems that happen in lockers and managing the work of bell boys and lockers team.
- Doing the weekly schedule.
- Doing Minibar Inventories.
- Ordering all stationary and needed items for the Front Office.
- Filling the attendance sheets and sending them on monthly basis to the HR Manager.
- Filling the Laundry sheets and sending them the accounting manager on monthly basis.

July 13, 2015-  
April 30, 2018

**Night Auditor at Le Yacht Club-Beirut**

**Duties:**

- Doing the end of day process.
- Preparing daily revenue report.
- Taking customer's calls.
- Dealing with any customer's problem.
- Making tours for new customers or seekers in the club.
- Taking reservations and welcoming check in guests.
- Doing Check-ins and Check-outs.
- Receiving payments from guests.

January 20, 2018-  
December 04, 2018

**Junior Accountant at Liban Call (Part Time)**

**Duties:**

- Posting and processing journal entries to ensure all business transactions are recorded.
- Doing Bank Reconciliations.

August 7, 2012-  
July 12, 2015

**Control Room Administrator at TSC Mall**

**Duties:**

- Team leading and admitting duty missions.
- Supervising received items.
- Checking transferred and returned items.
- Maintaining security and preventing loss.
- Monitoring the mall and dealing professionally with theft cases (Either employees or customers).
- Attending and pro-actively dealing with any security-related incident.
- Recording all incidents in the appropriate format and writing concise and accurate incident reports as necessary.

June 1, 2012-  
August 5, 2012

**Sales and Cashier at City Sweat**

**Duties:**

- Dealing with customers in a presentable and ethical way.
- Introducing the product carefully.
- Achieving monthly sales targets.

May 1, 2011-  
May 25, 2012

### **Customer Service at Red Oak Company**

#### **Duties:**

- Dealing with clients.
- Service after sales.
- Data entry.
- Achieving Customer's needs.

June 6, 2010-  
September 10, 2010

### **Headwaiter at Sunset Café**

#### **Duties:**

- Taking orders from customers.
- Proving customers with the best and fastest service.
- Checking the quality of food and drinks that are given to customers.
- Dealing with any problem that happens between waiters and customers.
- Planning the work of waiters.

## **EDUCATION**

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2018	Diploma in Leadership and Management Skills "Module 1" <b>Shaw Academy</b> (Online Course)
2015	BS in Banking and Finance <b>Lebanese International University (LIU)</b> , Lebanon
2011	Lebanese Baccalaureate, Life Sciences section <b>Ajyal Al Ghad School</b> , Lebanon
2008	Intermediate official certificate

## **LANGUAGES**

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🇬🇧English (moderate)

🇸🇦Arabic (mother tongue)

## **Skills**

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- Computer skills: Microsoft word, Microsoft excel, Microsoft PowerPoint, Opera System.
- Communication skills

## **Interests**

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- Reading and searching webs
- All kinds of sports

**References are upon request.**

