

Mostafa Karout

A motivated Marketing and Advertising student with 5 years of experience in multiple business sectors. I am searching for an opportunity to work within my field of studies, for I am confident that I will be able to deliver with my utmost potential. In addition to learning and engaging more on-hand experience.

EXPERIENCE

Cashier

Lekmet Jebran

Ashrafieh, Beirut

July-2013 - August-2013

- Handling the requests of the customers and taking their orders.
- Handling the cash and making sure all transactions are accurate.
- Get feedback from the customers and how their experience was with us.

Marketing Research Translator

Ketty Azzam

Dubai

November-2014 - May-2015

- Translating, Transcribing, and Analysing Arabic-to-English audio-taped interviews for Market Research purposes.

Customer service at the Telecommunication department (Telephone Operator)/Front desk Agent

Rotana Hotels and Resorts

Raouche Arjaan by

Rotana - Beirut

May-2015 - July-2017

- Answers incoming calls and directs to rooms, staff, or departments.
- Handling complaints and guest requests.
- Logs all wake-up call requests and performs them.
- Provides information about the hotel services.
- Knows what action to take when an emergency call is required.
- Trains or assists with new telephone operators in performance of job duties.
- Fully aware of and adhere of health and safety, fires, and bomb threat procedures.
- Polite and courteous when answering the calls.
- Register and process guests and their assigned rooms.
- Accommodate guest requests.
- Assists in the preregistration and blocking of rooms for reservations.
- Thoroughly understand and adheres of proper credit, check-cashing, and cash handling

CONTACT INFORMATION

EMAIL

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ADDRESS

Beirut, Basta Al- Fawqa, Facing Fakhreddine School

PHONE

+96171189409

LANGUAGES

Arabic

Native tongue.

English

Advanced - Verbal and Written.

SKILLS

- Advanced Communication Skills
- Ability to work under pressure
- Proficient in Customer Relationship Management
- Self-motivated.
- Creative
- Time Management
- Critical thinking and conflict resolution
- Adaptable
- Team Work
- Transferable Skills

policies and procedures.

- Sales-minded, presenting options and alternatives and offers assistance in making choices.
- Coordinates room status update with the housekeeping department by notifying housekeeping of all check outs, late check outs, early check-ins, special requests and day-use rooms.
- Possesses a working knowledge of the reservations department. Takes same day reservation and future reservations if necessary.
- Performing cashier related functions (billing, invoice settlement, posting charges, paid outs, foreign currency exchange,...)

Customer Service Officer

Majid Al Futtaim

City Centre Beirut -
Hazmieh, Beirut.

July-2017 - Currently

- Listen to customers' questions and concerns, and provide answers or responses.
- Provide information about products and services
- Handle complaints
- Record details of customer contact.
- Review and select standard responses for answers or solutions.
- Handle the Inventory.
- Awareness about the Mall's facilities, location of shops, opening hours, etc..
- Took charge of keeping the Mall's official website up-to-date.

EDUCATION

Undergraduate American University of Science and Technology - AUST

Ashrafieh, Beirut

*Graduating in
Summer, 2020.*

•High school or equivalent, Sociology and

Graduated within the Top 10 students in my class with a 13.5/20 average score.

Economics
section
Makassed - Ali Bin
Abi Taleb School
Ashrafieh, Beirut
2014


CERTIFICATIONS & COURSES

Uplifting the Service - 3 Sessions Workshop - MRT Consultants
Basic Selling Strategies - Phi Management
Customer Service Workshop - Phi Management
Global Classrooms Model United Nations - LAU, Beirut.

HONORS & AWARDS

Won Second Place in my School's Public Speaking competition - 2014.

REFERENCES

 Available upon request.