

ZUHEIR AFRA

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PERSONAL INFORMATION

P.O.B: BEIRUT, LEBANON

D.O.B: 10/5/1997

NATIONALITY: LEBANESE

GENDER: MALE MARITAL

STATUS: SINGLE

EDUCATION

• HIGH SCHOOL - MAKASSED SCHOOL

2000 – 2015

• BTI- DEBES INSITUTE

2015

MAJOR: ACCOUNTING

EXPERIENCES

BEIRUT ARAB UNIVERSITY : RECEPTIONIST / HOST

09-2015 – 06-2017

- ANSWER THE PHONE IN A TIMELY MANNER AND DIRECT CALLS TO THE CORRECT OFFICES.
- GREET CLIENTS AS SOON AS THEY ARRIVE AND CONNECT THEM WITH THE APPROPRIATE PARTY.
- ENSURE RECEPTION AREA IS TIDY AND PRESENTABLE, WITH ALL NECESSARY STATIONERY AND MATERIAL.
- PROVIDE BASIC AND ACCURATE INFORMATION IN-PERSON AND VIA PHONE/EMAIL.
- RECEIVE, SORT AND DISTRIBUTE DAILY MAIL/DELIVERIES.

BLISS HOUSE : OPERATOR

07-2017 – 12-2017

- KEEP REOCRDS OF CALLS PLACED AD RECEIVED, AND OF RELATED TOLL CHARGES.
- LISTEN TO CUSTOMER REQUESTS, REFERRING TO ALPHABETICAL OR GEOGRAPHICAL DIRECTORIES TO ANSWER QUESTIONS AND PROVIDE TELEPHONE INFORMATION.
- PROMOTE COMPANY PRODUCTS, SERVICES AND OFFERS.
- OPERATE PAGING SYSTEMS OR OTHER SYSTEMS OF BELLS OR BUZZERS TO NOTIFY RECIPIENTS OF INCOMING CALLS.
- OFFER SPECIAL ASSISTANCE TO PERSONS SUCH AS THOSE ARE UNABLE TO DIAL OR WHO ARE IN EMERGENCY SITUATIONS.

FAYED MOTORS : SALES

01-2018 – 07-2018

- UNDERSTAND CARS BY STUDYING THEIR FEATURES AND CAPABILITIES, AS WELL AS COMPARING AND CONTRASTING COMPETITIVE MODELS.
- DEVELOP BUYERS BY KEEPING GOOD RAPPORT WITH PREVIOUS AND NEW CUSTOMERS.
- FIGURE OUT CUSTOMER'S NEEDS BY LISTENNING AND ASKING QUESTIONS.
- QUALIFY BUYERS BY UNDERSTANDING THEIR INTERESTS AND REQUIREMENTS, MATCHING REQUIREMENTS AND INTERESRT TO VARIOUS MODELS.
- REPORT TO MANAGER REGARDING REVIEWS AND ANALYSES, OBJECTIVES AND PLANNED ACTIVITIES.
- REVIEW SALES STATISTICS AND PLAN MORE EFFECTIVELY T IMPROVE SALES.

KAREEM 3AL LIBNENE RESTAURANT : CASHIER**08-2018 – 03-2018**

- MULTI-TASKING AS I FILLED 3 POSITIONS AT ONCE (CASHIER, DISPATCHER, AND OPERATOR).
- ORGANIZE DELIVERY ORDERS PER REGION AND DELIVERY DRIVERS.
- MAINTAIN RESTAURANT'S PROPERTIES IN GOOD CONDITION.
- DAILY CHECK FOR MAINTENANCE ISSUES .
- TAKING RESPONSIBILITY FOR THE WORK PERFORMANCE OF THE RESTAURANT.
- MAINTAINING FOOD'S QUALITY CONTROL, HYGIENE, HEALTH AND SAFETY.
- CUSTOMER SERVICE.

BBQ BROS CATERING : GRILL COOK**03-2019 – 08-2019**

- TOOK ORDERS FROM CUSTOMERS AND COOK FOODS REQUIRING SHORT PREPARATION TIMES, ACCORDING TO CUSTOMER REQUIREMENTS.
- MAINTAINED REGULAR SATISFACTION, CLEANLINESS AND QUALITY AT ALL TIMES.
- PERFORMS PREPARATORY WORK SUCH AS CUTTING MEAT, SKEWERING MEAT, MIXING SAUCES, AND MAKING VEGETABLE GARNISHES.
- COOKS FOOD ACCORDING TO RECIPES, QUALITY STANDARDS, AND PRESENTATION STANDARDS.
- INTERACT WITH CUSTOMERS AND HELP THEM AS NEEDED.
- CHECK FOOD ON THE HOUR FOR CORRECT TEMPERATURE AND PRODUCT QUALITY.

HOGWARTS IRISH RESTO-BAR : BARTENDER**08-2019 – 10-2019**

- ADVERTISED, MARKETED AND RECOMMENDED MENU OPTIONS TO GUEST TO INCREASE GUEST SATISFACTION.
- COMMUNICATED PRODUCT KNOWLEDGE TO FACILITATE GUEST DECISION MAKING.
- PROVIDED CUSTOMER SERVICE WHICH RESULTED IN RETURNING CUSTOMERS.
- DISPLAYED COMMUNICATION SKILLS THROUGH ONE ON ONE CONTACT WITH CUSTOMERS.
- DEMONSTRATED ABILITY TO KEEP THE BAR ORGANIZED AND CLEAN.
- GREETED CUSTOMERS IN A FRIENDLY MANNER.

LANGUAGES**ARABIC** - FLUENT IN SPEAKING AND WRITING.**ENGLISH** - FLUENT IN SPEAKING AND WRITING.**COMPUTER SKILLS**

MICROSOFT OFFICE - POS SOFTWARE – EXCEL.

REFERENCE AVAILABLE UPON REQUEST.