

Aya Ismail

Address: Ghazieh, South Lebanon

Phone: +961 81 038 539

E-mail: Aya-ismaail@outlook.com

Date of Birth: 1996-03-24

Experience

2019-03 – till Present Hostess

Chez Mariam Event Planner

1. Greeting guests as they enter, and putting them on a waiting list as necessary.
2. Providing guests with menus and answering any initial questions.
3. Seating guests at tables or in waiting areas.
4. Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.
5. Engaging with guests to ensure they're happy with food and service.
6. Responding to complaints and helping to resolve them.
7. Answering phone calls, taking reservations and answering questions.
8. Acknowledge of the menu.
9. Helping out with other positions in the restaurant as needed.
10. Providing great customer service.

Education

2014-09 – 2018-05 Lebanese International University

Bachelor degree in Business Administration in Hospitality &

Tourism Management.
BHTM
Graduated May 31, 2018

Languages

- Arabic: Native Language
- English: Good
- French: Fluent
- Italy: Good
- Spanish: Good

Skills

- Communication
- Ability to work under pressure
- Decision making
- Time management
- Self-Motivation
- Conflict Resolution
- Leadership
- Team Work
- Adaptability
- Creativity
- Editing skills
- Accounting

Software

- Microsoft
- Opera
- Point Of Sale System (POS)
- Outlook

Additional Activities

2017-02 – 2017-05 **Training**
Amadeus

Summary

I'm a courteous self-motivated and detail-oriented Person with nearly less than 1 year experience in hospitality and exercising a high level of commitment to exceptional customer service in hotel settings. Bring a positive energy to work place and functions well in a fast-paced high volume environment.