

# Rita Hajal

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Address: Bsalim, main road Raymond Hajal Building, Lebanon.

**Education:** Notre Dame University, Zouk Lebanon. Bachelor of Hotel Management & Tourism.

## **Work History:**

### Supreme Services Travel & Tourism

June 2019- Present:

Product Manager – Online Department

- Develop product lines and appraise new ideas for market viability
- Assess competition by comparing products through online engines
- Work with the sales director to create product sales strategies
- Create long- and short-term product sales forecasts and analysis for management
- Schedule and assign operational requirements to follow up on work results
- Manage the product team, including coaching and disciplinary actions, planning, monitoring and job appraisal
- Requirements analysis including pricing and planning
- Competitive analysis
- Financial planning and strategy

January 2016- June 2019

Reservation Supervisor.

- Handling all Emails and telephone calls.
- Place rate for selling with the exact amount of profit
- Checking online engine to compare rates.
- Welcoming groups at the airport
- Preparing sightseeing tours and events
- Hotels inspection
- Checking all reports regarding rates and invoices
- Handling direct guest bookings

### Le Gray Hotel, Beirut

May 2016- December 2016

Reservation agent reported to Director of sales and Revenue:

- Handling emails and telephone calls.
- Handling report (Daily pick up, Market Segment, STR, Complementary and cancelation).
- Ensure all online engines have the exact available rooms and rate.

November 2014-May 2016:

Receptionist Agent

- Check in and Checkout procedure.
- Manage reservation, and issue invoices.
- Handling Concierge and Guest relation tasks when needed.
- Handling Shift Leader duties when needed.

### Country Lodge Hotel & resort Bsalim, Lebanon

2013-2014

Reception Supervisor + Manager on Duty

- Held Responsible for the reception duties
- Handling the Club and Resort when on Duty for reports or any complaints
- Held responsibility for customer service for Hotel and resort.

May 2009 – 2013:

Receptionist Agent

- Ensure customer satisfaction and loyalty.
- Check in and Checkout procedure.
- Managed reservation, issued invoices and followed up on payments.
- Handling and solving customer's complaints.

#### Trainings

- Sales and marketing
- Coaching for customer care
- Telephone techniques

- Isso 9001,22000.

- Housekeeping Training at Phoenicia Hotel as agent and supervisor

**Proficiencies:** PMS, Excel, Protel Outlook, Socrate, PowerPoint, Word, GPOS.

**Languages:** Fluent in Arabic and English, good in French and working on my Spanish skills.

**References:** Available upon Request.