

## Chadi LADKI

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### Career Objective

Seeking an opportunity to develop and pursue a career, in the Marketing & Communications field with a strong and diverse team, where I can perform, learn, be guided & be developed while utilizing the acquired academic knowledge & skills.

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### Strengths

- Team player and fast learner
  - Extrovert and easy to approach personality
  - Ability to work under pressure
  - Excellent inter-personal and communication skills
  - Enjoys working in a multicultural environment
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### Educational Qualifications

2015-2017	<b>Master of Science in Marketing Management</b> Grenoble Ecole de Management	France
2009-2012	<b>Bachelor of Science in Hospitality &amp; Event Management</b> Sagesse University, Faculty of Hospitality Management, <i>With the academic certification of Ecole Hoteliere de Lausanne</i>	Lebanon
2008-2009	<b>Baccalaureate</b> - College Louise Wegmann	Lebanon

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### Professional Experience

2013 - 2015	Senior Reservations Agent, <b><u>Sofitel The Palm Resort &amp; Spa</u></b> April 2013 – April 2015 (Pre-Opening & Opening Team)	Dubai
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- Sells effectively the resort's products and services using up-selling, cross-selling and suggestive selling techniques.
- To maintain a high level of communication and feedback within the department.
- Report to duty punctually and in accordance with the issued departmental duty roster.
- Ensures every caller directed to the Reservations department receives an optimum level of services and care always.
- Attend to all enquiries, complaints, and requests regarding reservations.
- Seeks guidance from Supervisor/Managers when necessary.
- Record and process reservations made by phone/fax/email/letters/Website and GDS and ensuring response within 24 hours of receipt.
- Processing no-show and late cancellation reservations by investigating, recording, and charging them efficiently

- Handling and inputting all incoming restaurant reservation enquiries in Resdiary, online restaurant reservations system and coordinating with the restaurant's teams daily.
- Accept waitlist reservations with effective follow up, based on the priorities.
- Identifying and anticipating the guest's needs and requirements.
- Maintaining a high level of communication and feedback within the department.
- Ensures accurate input of reservations details in the hotel property management system.
- Updating the account profiles on regular basis in order to maintain a healthy database.
- Prints and reconciles the trace report daily..

2011 Rooms Division & Reservations Internship, **Hilton Dubai Jumeirah**  
May 2011 – September 2011

- Front Office
- Guest Services Desk
- Concierge
- Operator
- Reservations
- Housekeeping

2010 Food & Beverage Internship, **Le Vendome Intercontinental** *Beirut*  
April 2010 – September 2010

- Hot & Cold Kitchen; Pastry & Bakery Departments.
- Sydney's Restaurant & Bar.
- Room Service Department

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### Key Skills

• <u>Languages:</u>	<u>Spoken</u>	<u>Written</u>
<i>English</i>	Fluent	Fluent
<i>French</i>	Fluent	Fluent
<i>Spanish</i>	Beginner	Beginner
<i>Arabic</i>	Native	Native

### Computer Skills.

Microsoft Office (Word, Excel, PowerPoint), Internet & Social Media platforms, Google Analytics, Opera, OnQ, Micros, Fidelio.

### Selected Academic Projects

Sales & Marketing Director of a gastronomic themed night & seated dinner fully planned and organized by ourselves, 2<sup>nd</sup> year students, which was held at the Faculty of Hospitality Management's Gastronomic restaurant, in March of 2011 – Lebanon.

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**Social Activities**

- Other interests include Travelling, Meeting new people & discovering new cultures, Dining out, Music & Social Events, Photography & Swimming among much other.
  - Member & Volunteer with “CISV”, a worldwide NGO which promotes inter-cultural peace and global friendship around the world. ([www.cisv.org](http://www.cisv.org))
  - Very active in CSR related activities & volunteer in many charity organizations.
  - Ex-Member of the Lebanese Scouts Association.
  - Certified from the Lebanese Red Cross for first aid training.
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**References are available upon request.**