

# Ola Al Hajjar



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Nationalities: Lebanese

## **Education**

**Arts, Sciences & Technology University in Lebanon | Current**  
Bachelors in Hospitality Management

**Mosaitbeh Adventist Secondary School | 2012**  
Baccalaureate in Sociology and Economics

## **Work Experience**

### **Receptionist at Phoenicia | July – September 2019**

- Greeting guests upon arrival and making them feel welcomed.
- Administering check-ins and checkouts.
- Cashier upon checkout.

### **Guest Services & Business Center at Phoenicia | May – June 2019**

- Being a source of information to guests on various matters, such as transport and restaurant advice.
- Providing administrative support to guests.
- Diffusing conflict or tense situations with guests.

### **Field Worker at InfoPro | 2017**

- Assisting in day-to-day operations doing administrative work.
- Scheduling appointments through emails and the phone for interviews to be conducted on a later date.
- Surveying and conducting phone interviews with people on various projects.

## **Skills**

### **Computer Skills:**

- Proficient in Microsoft Office
- OPERA System

### **Soft Skills:**

- Teamwork
- Client Relations
- Time Management

**Languages:** Fluent in both Arabic and English.