

Karim El Merehby

Aspiring multidisciplinary hotelier trained in the front office and food and beverage departments. Highly attentive to details. Exceptional interpersonal, communication, and multitasking abilities. Prepared to deliver first-rate results to colleagues and guests alike.

Work History

- 2019-08
- 2019-12

Front Desk Agent
Four Seasons LTD, Beirut
 - Checked-in guests in an efficient and friendly manner
 - Handled all guest interactions with the highest level of hospitality and professionalism, accommodated special requests whenever possible; resolved customer complaints; assisted customers in all inquiries in connection with hotel services, hours of operation, key hotel personnel, in-house events, directions, etc.
 - Responds to all guest requests in an accurate and timely manner. Ensures recommendations are made based on local knowledge & hotel practices
 - Checked out guests at end of the stay. Ascertained guest satisfaction, collected keys, posted late charges and presented the bill to guests. Settled bill accurately through credit card or cash transaction.
 - Reconciles all transactions at the close of each shift
- 2018-06
- 2018-10

Seasonal Chef
Kempinski Summerland Hotel and Resort, Beirut
- 2017-11
- 2018-03

On-Call Banquet Server
Four Seasons LTD, Beirut

Education

- 2020-11
- present

The Lebanese University, Beirut
M.A. , Hospitality Management
- 2017-10
- 2020-09

The Lebanese University, Beirut
B.A., Hospitality Management

Certificates

- 2020-12

IT Support Specialist
Google LLC

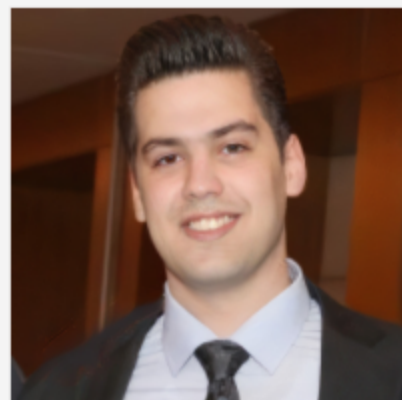
Learned about the basics of IT support, then moved deeper into the networking area of IT, afterwards, I've had the chance to better familiarize myself with Operating Systems (OS). Additionally, I've had the opportunity to learn about IT infrastructure, system administration, and cybersecurity.

Courses

Finance for Non-Finance Professionals

Rice University, via Coursera

Became familiar with the basics of financial valuation, the time value of money, compounding returns, and discounting the future. Developed the basic tools of capital budgeting. Learned about how, when, and where to



Personal Info

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LinkedIn

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Skills

Written Communication

Customer Service and Interpersonal skills

IT Support

Software

Microsoft Office

Opera PMS

Languages

Arabic

English

French

Spanish

Hobby

- Learning new things
- Technology
- Reading

spend money, make tradeoffs about investment, growth, dividends, and how to ensure sound fiscal discipline.

Excel Skills for Business: Essentials

MacQuarie University, via Coursera

Able to expertly navigate the Excel user interface, perform basic calculations with formulas and functions, professionally format spreadsheets, and create visualizations of data through charts and graphs.

Awards

Appreciation Certificate

Actively participated in the Arab Summit for Socio-economic development help in Beirut, Lebanon in 2019, as an escort and guide to visiting diplomats in coordination with local diplomats and authorities and was therefore awarded this certificate by the high organizing council for the summit.

References

Available Upon Request