

# Souha Kobeissi

Beirut, Lebanon

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## Professional Experience

### Lancaster Hotels and Suites

August 2021 – Present

#### Cluster Senior Sales Executive

Beirut, Lebanon

- Refining solid relationships with major customers to ensure a continuous flow of sales revenue.
- Identifying promising prospects through cold-calling, networking, and customer referrals.
- Setting up meetings with potential clients and listening to their wishes and concerns.
- Maintaining accurate records of the total number of sales made, potential and existing customers.

### InterContinental Mzaar Ski Mountain and Spa Resort

July 2020 – August 2021

#### Guest Relations Manager (Seasonal)

Faraya, Lebanon

- Supervise and coordinate the arrival and departures of the special guests and VIP guests.
- Manage the messages and emails for the guests and ensure they are delivered safely.
- Handle guest's complaints and issues and negotiate with them effectively.

### Laurel Restaurant

Mar 2019 – Dec 2019

#### Reservations Manager

Philadelphia, PA

- Responsible for the entire Reservations & Hostess department procedures and processes.
- Ensured adequate handling of repetitive guests and VIP guest and handled guest complaints
- Managed all Social Media Platforms and responded to inquiries.

### IHG Kimpton Hotel Monaco Philadelphia

Nov. 2017-Jan. 2019

#### Front Office Overnight Manager

Philadelphia, PA

- Oversaw all Front Office operations including Front Services Staff.
- Assisted in the Night Audit Shifts and create reports for Department Heads.
- Helped GM of Stratus NightClub with all related guest issues and safety.

### Laser Remedy

Nov. 2016-Nov.2017

#### Laser Hair Technician/Social Media Manager/IT/Marketing

Philadelphia, PA

- Helped the owner with Rebranding of Business and took over all IT issues.
- Generated new and improved Sales/Inventory Logs/Medical Templates for New Clients.
- Managed Social Media Platforms and scheduling and rebranded the medical spa.
- Helped develop new websites for the business/created and sent new promotions every quarter.

### Giorgio Armani

Sept. 2015-June 2016

#### Floor Supervisor/Key Holder

Blackwood, NJ

- Built a Clientele book of 22 and assisted each individual with the highest Armani Standards.
- Assisted AGM with daily Operations/Scheduling/Meetings
- Highest seller of the month with total sales of \$55,000.

### Four Seasons Hotel Philadelphia

Dec. 2011-June 2015

#### Front Desk/ Concierge/ Front Services Manager

Philadelphia, PA

- Assisted in coordinating the Front Desk and the Housekeeping Department
- Created Newsletters and Information Packets for guests and Hotel Staff.
- Attended weekly meetings with Sales and Catering regarding conferences in the city.
- Assisted Management in Operations and Managed Front Services staff daily

## EDUCATION

### Widener University: Chester, PA: 2012

Bachelors of Science in Hospitality Management

### Associates in Business Administrative:2010

Hotel/Restaurant Ops/Accounting

## COMPENTENCES

**Fluent:** Arabic/English

**Proficient with:** MS/IOS/Java/Oracle

**Negotiation/Problem Resolution/Team Leader**

**Time Management/Self Motivator/Sales/Marketing**

See LinkedIn for Full Work Experience.