

Souha Kobeissi

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Professional Experience

InterContinental Mzaar Ski Mountain and Spa Resort

July 2020 – Present

Guest Relations Manager

Faraya, Lebanon

- Supervise and coordinate the arrival and departures of the special guests and VIP guests.
- Examine activities logbook, assign tasks appropriately and implement control schedule daily.
- 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
- Coordinated group/event requests in cooperation with the Head Chef.
- Ensured kitchen was aware of all guest's requests and food preferences.
- Developed and printed all menus daily.
- 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.
- Ensured accuracy of groups, rooming lists, billing, amenities, arrivals, etc.
- Assisted in the Night Audit Shifts and create reports for Department Heads.
- Ensured that all Front Office employees complete their essential duties before their departure.
- 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

- Performed Laser Hair Removal using Syneron Candela Machine.
- 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.
- Booked reservations for car services, restaurants, flights etc.
- Managed phone activity including providing general knowledge to callers.
- 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

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.