

## **ROLAND F. MOUKHEIBER**

**NATIONALITY** : LEBANESE  
**PLACE OF BIRTH** : BEIT MERY-LEBANON  
**DATE OF BIRTH** : JANUARY 27, 1980  
**ADDRESS** : BEIT MERY MAIN ROAD, FAOUZI MOUKHEIBER BUILDING  
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### **HOTEL GENERAL MANAGER**

General management professional with experience in strategic planning, improving operational efficiency, and project management for hospitality industry. Able to quickly identify and solve problems. Noted for excellent communication skills, both with guests and staff. Well organized, dynamic and results oriented, offering focused leadership to drive sales and profitability in a very competitive market.

### **CORE COMPETENCIES**

- Team Building
- Hotel Management
- Cost Containment
- Facilities Management
- Guest Relations
- Customer Service
- Quality Assurance
- P&L Management

### **WORK EXPERIENCE**

**May 2018 UNTILL PRESENT**

#### **General Manager Le Patio Boutique Hotel**

- In charge of all the operations of the hotel
- Prepare the yearly budget in coordination with the owner representative
- Implemented a strict cost control system over all the departments which lead to a decrease in cost in about 30%
- Positioned the property to grow from a loss of 1 million dollar to an equal P&L in about 8 months' time
- Managed to position the property between top 5 hotels in downtown Beirut
- Managed to break maintenance contracts with contracting companies by recruiting skilled maintenance team therefore sparing around 10,000 USD per month
- Conducted weekly HOD briefing
- Monitored the sales team productivity and activity by receiving weekly sales reports
- Monitored the online reservation engines and coordinate with the reservation manager regarding the prices

- Monitored the housekeeping department by doing spot checks on rooms
- Monitored the daily financial reports of the hotel and discuss them on weekly basis with the owner representative
- Maintained close control on the purchasing operation in order to ensure price vs quality is guaranteed
- Discussed on daily basis with the chief engineer about any maintenance issues and projects to be done to ensure that maintenance faults are reduced to the maximum and scheduled preventive maintenance for the entire hotel
- Monitored the daily operation of the reception check in check out, handle guest complaints, monitored the daily courtesy report, monitored the night audit reports

## **June 2015 UNTIL May 2018**

### **Front Office Manager Le Patio Boutique Hotel**

- Monitored the daily operations at the front office
- Supervised the check in and check out procedure
- Conducted training for front office staff
- Monitored all online booking engines for availability and rates
- Monitored credit limits, upgrades for all rooms
- Checked on daily basis all night audit reports
- Prepared the schedule and monthly attendance
- In charge of the reservation agent
- Monitored all reservations and double check for any discrepancy
- Prepared weekly online survey for competitor hotels
- Prepared for the strategy meeting with GM on weekly basis

## **January 2013-June 2015**

### **Sales Manager-IT in charge Le Patio Boutique Hotel**

- In charge of contracting with different market segments
- Conducted sales calls
- Prepared offers and packages for different market segments
- Prepared weekly and monthly sales reports
- Monitored market trends
- Close follow up with accounts
- In charge of all online booking engines
- Conducted market surveys
- Conducted weekly rate strategy meetings in coordination with the GM
- Conducted tour of the house for all accounts
- Prepared monthly sales revenue and budget reports
- Prepared yearly demand calendar and accordingly deciding on the rate strategy for the coming year
- In charge of preparing yearly sales revenue figures and forecasting for next years'
- Budget figures
- Manager on Duty: Monitored operations of different departments, identifying customer needs and solving customer complaints

## **September 2010-December 2012**

### **Soft Opening-Opening Le Patio Boutique Hotel as Sales Executive and IT in charge Le Patio Boutique Hotel**

#### **Sales Executive**

- Conducted Sales Blitz
- Conducted Sales calls
- Daily sales call report reported to the GM
- Monitored online booking engines and compare rate vs competitor hotels
- Prepared rate agreements and send them to all account
- Constant follow up with all accounts
- Monitored market trends
- Prospecting for new potential business
- Conducted tour of the house for Clients

#### **It in charge**

- Monitored IT operations
- Troubleshoot malfunctions
- Installed new workstations and connect them to network
- Monitored Main and internet server
- Conducted routine maintenance for all workstations

### **September 2009 Pre-Opening Staff at Le Patio boutique Hotel downtown. Sales coordinator, IT in charge**

## **October 2005-September 2009 COMPUTATA S.A.R.L**

#### **Operations coordinator**

- Prepared purchase orders
- Received all incoming purchases and check authentication of the purchase
- Handled customers' requests for merchandise
- Prepared delivery schedule
- Handled customers complaints and report it to the IT Department
- Prepared technicians schedule to solve customers' problems
- Monitored showroom operations
- Responsible of Accounting

**Summer 2003**      **LE MERIDIEN COMMODORE HOTEL**  
**Training:** Reservations Department, Housekeeping  
Department, Front Office Department

**Summer 2002**      **LE MERIDIEN COMMODORE HOTEL**  
**Training:** F&B Service, Kitchen Department

#### **EDUCATIONAL BACKGROUND**

**2004**      **BA in Hotel Management**  
**PIGIER BUSINESS SCHOOL**

**2001**      **Second Year - Law Studies**  
**SAGESSE UNIVERSITY**

**1999**      **Bacc. II - Philosophy**  
**MONT La Salle SCHOOL**

#### **COMPUTER SKILLS**

**Microsoft Word, Excel Operator**  
**Windows Operator, Internet Surfer, PMS operator**

#### **LANGUAGES**

**Fluent in English, Very Good in French & Arabic**

#### **REFERENCES**

**Available upon request**