



FARAH SAAD

CONTACT

 **Beirut, Lebanon**
 **farah_saad92@hotmail.com**
 **+961 71 555033**

D.O.B: DEC 22, 1992

EDUCATION

Hospitality Management and Tourism Industry, BBA
Lebanese University (2015)
Master business administration, MBA,
Lebanese American University, (till present)

SKILLS

Computer

Good command of MS Office tools
• Property Management Systems (Medallion, Opera, and HMS) •
POS (Micros, Squirrel, and SOS)

Inter-personal

Excellent communicator • Multi-tasker • Analytical • Resourceful • Detail-oriented • Reasonable • Exuberant • Adaptable

LANGUAGES

Arabic

Native proficiency

French

Full professional proficiency

EXPERIENCE

Restaurant Supervisor (Acting as Manager) – Benihana Restaurant, Lebanon (2018-Present)

- + Seek out and use service-related guest feedback and take appropriate action to continually improve the level of service, drive overall guest satisfaction, increase return visits and reduce guest complaints.
- + Develop and implement plans to continually improve guest satisfaction in the areas of server attentiveness and table cleanliness.
- + Ensure safety, sanitation and security guidelines are followed at all times and immediately resolve any items identified in inspections.
- + Reinforce suggestive selling behaviours by ensuring that the guest is invited to enjoy sushi, side orders, beverages and desserts as part of the dining experience.
- + Deliver timely performance feedback in the form of active coaching, counselling and recognition.
- + Prepare fair and consistent front of house schedules in a timely manner.
- + Effectively address employee relations issues, appropriately problem-solve and liaison with the Human Resource department as necessary.

Sales Ambassador – LUSH Cosmetics, Lebanon (2017-2018)

- + Prepared merchandise for sales floor.
- + Mentored and assisted new staff on product knowledge.
- + Assisted customers with finding the products that fit their needs and lifestyles.
- + Added on complimentary items when possible.
- + Specialty role of Visuals manager, worked to maintain and improve visual standards of the shop and coach staff on maintaining visuals and merchandising.
- + Received and stocked shipment of fresh new products.
- + Handled cash for customer transactions and also for closing and opening tasks to make sure registers are at the correct amount.
- + Assisted with ordering products and non-sell-able supplies for the store to maintain the shop is in good working order.

English

Full professional proficiency

INTERESTS

Swimming, jogging, film, music, reading

Housekeeping Supervisor – Four Seasons Hotel, Lebanon (2015-2017)

- + Maintained and enforced all standards and procedures for Housekeeping service.
- + Supervised and conducted training on a regular basis.
- + Responsible for maintaining cleanliness to all assigned work areas.
- + Inspected assigned section daily, including departures, arrivals, occupied, VIP, ensuring that they have been cleaned to the highest level, all maintenance is reported and rectified and standards are being adhered to.
- + Ensured all VIP arrivals are inspected prior to arrival and throughout the stay for both day and Turndown service.
- + Ensured that all rooms are ready on time and that special requests and preferences have been adhered to for arrivals and stay over rooms.

Housekeeping Coordinator | Supervisor – Lancaster Tamar Hotel Lebanon (2013-2014)

- + Maintained and enforced all standards and procedures for Housekeeping service.
- + Supervised and conducted training on a regular basis.
- + Responsible for maintaining cleanliness to all assigned work areas.
- + Inspected assigned section daily, including departures, arrivals, occupied, VIP, ensuring that they have been cleaned to the highest level, all maintenance is reported and rectified and standards are being adhered to.
- + Ensured all VIP arrivals are inspected prior to arrival and throughout the stay for both day and Turndown service.
- + Ensured that all rooms are ready on time and that special requests and preferences have been adhered to for arrivals and stay over rooms.

Chef de Rang – Sunsoul Restaurant And Shisha Lounge Lebanon(Summer 2013)

- + Handled safe food practices
- + Arranged tables and chairs in dining rooms
- + Ensured the dining hall cleanliness and tidiness