

Zuheir Afra

Beirut, Lebanon

Profile

Hardworking individual who likes to learn new things and work on improving in my field.

Skills

Practical skills

Microsoft office suite

POS Software

Tech savvy

Interpersonal skills

Ability to work under high pressure

Solution oriented

Communication skills

Team player

Languages

Arabic - fluent in speaking and writing.

English - fluent in speaking and writing.

Contact

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Education

2000-2015 **High School**
Makassed School

2015 **Bt1- Accounting**
Debes Institute

Experience

July 2022- Present **Cheez Hospitality**
Head of Guest Experience/ Business Developer

- Develop cost and pricing strategies for clients, manage their accounts and monitor the implementation
- Monitor the workflow, train, and implement solution software to reduce time consuming tasks.
- Monitor and assess possible solutions and enhancement for the overall outcome of the service provided while cooperating with other departments

October 2021- May 2022 **Local Host**
Operations Supervisor, Beirut

- Establish reports on daily, weekly, and monthly basis.
- Research and propose new working systems and/or developmental projects.
- Supervising a team of 12 employees from housekeeping to maintenance to logistics coordinators

December 2020- October 2021 **Local Host**
Guest Relations Manager, Beirut

- Promote and upsell listings on multiple platforms, while managing these platforms (all types of apartments) to potential customers.
- Coordinate day to day operations with all departments including all logistical and operational problems.
- Manage and receiving large amounts of inquiries through multiple platforms.

- Feb 2020-July 2020

My Trolley (online supermarket)
 Customer Support

 - Receive and manage large amounts of incoming calls, assisting, guiding clients in purchasing decisions, refunds or order exchanges and make outbound calls regarding customer experience. Overall Customer satisfaction reports were also written by me.
 - Provide instant solutions to major and minor problems, for instance, compensating unsatisfied customers, assisted customers tracking their orders and assist in the dispatch operations.
 - Worked on promoting and upselling certain products yielding to a proven increase in monthly sales of the course of 6 months.
- July 2019-Feb 2020

Smoking barrels/ MDL Beast Festival- KSA Riyadh. Cook

 - Prepare all ingredients needed and pack them in an organized way which includes ordering and receiving everyday products from central kitchen and suppliers as well ensuring all precise measurements for each portion are being taken, as well as food safety recommendations.
 - Preparing daily reports on sales and proportions and escalating them to higher management.
 - Organize work duties to the colleagues during the serving hours and supervising the overall operations, staff, and customer related concerns.
- June 2019- July 2019

Hogwarts Irish Resto-Bar
 Bartender

 - Communicated product knowledge to facilitate guest decision- making.
 - Provided customer service which resulted in returning customers.
 - Demonstrated ability to keep the bar organized and clean.
- Feb 2019- June 2019

BBQ BROS CATERING
 BBQ cook

 - Took orders from customers and cook foods according to recipes, quality standards, and presentation standards.
 - Perform preparatory work such as cutting meat, skewering meat, mixing sauces, and making vegetable garnishes while maintaining regular satisfaction, cleanliness and quality through checking food quality every hour and regular checkups.
 - Interact with customers and help them as needed.
- Oct 2018- Feb 2019

Kareem 3al Libnene Restaurant
 Cashier/Dispatcher/Operator

 - Organize delivery orders per region and delivery drivers.
 - Maintain restaurant's properties in good condition and daily checks for maintenance issues.
 - Taking responsibility for the work performance of the restaurant and maintaining food's quality control, hygiene, health and safety.
- May 2015 – May 2018

Fayad Motors
 Sales

 - Understand cars by studying their features and capabilities, as well as comparing competitive models.
 - Convince buyers by understanding their interests and requirements, matching requirements and interests to various car models.
 - Report to manager regarding reviews and analyses, objectives and planned activities and review sales statistics and plan more effectively to improve sales.