

Yara Attieh Assaf

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Professional Major

Hotel Management

Summary

Friendly, attentive and courteous front desk clerk. Possess basic mathematics and computer skills and the ability to effectively communicate verbally. Personable and approachable, enjoy meeting and talking with different people. Manage multiple tasks at once and stay calm under pressure.

Personal Details

Nationality: Lebanese

Date of Birth: April 21, 1994

Address: Zgharta - North Lebanon
Furn Chebbak - Beirut

Status: Married

Major

Bachelor Degree in Hotel Management from ULF
(Université libano-Française) 2012-2015

Professional Work History

Arc En Ciel - NGO

(Administrative assistant – medical secretary)

- Handle and transfer phone calls and take messages.
- Greet and welcome patients.
- Provide general support to patients.
- Schedule staff meetings (training, orientation.)
- Schedule patient's appointments for 10 therapists. Send appointment reminders via calls or whastapp.
- Collect from patient data and information from various sources including email, phone number.
- Report to management and perform secretarial duties.
- Create or update records with new files and information

Hamra - Clemenceau 2020 present

Mist Hotel & Spa by Warwick

(Front office)

- Perform all check-in and check-out tasks.
- Manage online and phone reservations.
- Inform guests about payment methods and verify their credit card data.
- Register guests collecting necessary information (like contact details and exact dates of their stay).
- Welcome guests upon their arrival and assign rooms.
- Provide information about our hotel, available rooms, rates and amenities.
- Respond to clients' complaints in a timely and professional manner.
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs.
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests.
- Upsell additional facilities and services, when appropriate.
- Maintain updated records of bookings and payments.

Ehden 2019 – 2020

JTB Petroleum and Mart

(Accounting-storekeeper)

- Taking physical inventory once a month to cross check with the monthly inventory report.

Zgharta 2018 – 2019

- Ensure keeping goods by first in first out method (FIFO).
- Handle payments.
- Exercise general control over activities in store department.
- Data entry.
- Ensure keeping safe both quality and quantity of materials.
- Ensure that the store is always maintained up to date in all respects in a presentable condition.
- Ensure the correctness on the quality, quantity, specifications, condition of the materials received from vendors.

Hotel Lamunia And Wellness Spa

(Front office)

- Answer phones and transfer calls
- Greet and welcome guests.
- Book rooms and prepare its keys.
- Book restaurant and special events such as NYE and valentine etc.
- Prepare check-in/check-out invoices and keep updated records and files.
- Problem solving.
- Collect money from guests when necessary (cash, check and cards).
- Check, send and forward emails.
- Reserve conferences and take care of its details.
- Prepare floor plan, and guest seating.

Kalamoun

2016 - 2018

Arnaoon Village

(Reservation)

- Manage 150-200 incoming calls per day.
- Prepare daily reservations report.
- Respond to guest inquiries about village services.
- Provide all requested information.
- Analyse data to determine availability.
- Give detailed information as needed to callers regarding rates, packages and all aspects of the village.
- Answer phones in order to make changes, or cancel existing reservations.
- Reconfirm guest's reservations.
- Prepare seating plan.

Batroun

2016 (6 months seasonal)

Royal Star Bakery (opening)

(Cashier)

- Answer phones.
- Take orders from guest.
- Scan items and insure pricing is correct.
- Count products daily.
- Bag items.
- Handle payment from customers.

Mejdlaya

2014 - 2015

		Writing	Learning	Speaking
Language	Arabic	Excellent	Excellent	Excellent
	English	Excellent	Excellent	Excellent
	French	Good	Excellent	Good

Computer skills:

- Microsoft word, excel, power point, internet search and browsing

ACTIVITIES:

- All kind of sports / music.

References:

- Available upon request