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Beirut, Lebanon



Mariam Mohammad Jakmara

Experience

Front Office Supervisor – 41 Twelve Lofts

Dec. 2022 – Oct. 2023

Tasks:

- Ensure regulations are followed.
- Provide solutions.
- Make sure that all guests receive a high quality of service.
- Training and supervising staff.
- Deal with guest's complaints and other problems.
- Evaluate operational performance.
- Control cash transactions at the front desk.
- Take responsibility in the absence of the front desk manager.
- Attends meetings as required.
- Ensure Front Desk log book is always updated and acted upon.
- Perform other duties as assigned, requested necessary by management.

Sales and Marketing Coordinator – Elite Group

Sept. 2021- Nov. 2022

Tasks:

- Develop strategic marketing initiatives and activities.
- Implement marketing plans that include print, broadcast and online content.
- Conduct market research to identify marketing opportunities and negotiate m coverage.
- Develop and manage all internal communication systems.
- Selling products and services using solid arguments to prospective customers.
- Performing cost-benefit analysis of existing and potential customers.
- Maintaining positive business relationships to ensure future sales.
- Monitoring the company's industry competitors, new products, and marke conditions to understand a customer's specific needs.

Front Desk Receptionist – 41 Twelve Lofts

Jan 2019 – Sep. 2021

Tasks:

- Entails managing the reception area.
- Coordinating all front desk activities, and supervising the support staff.
- Submit reports to management, including occupancy reports and financial information.
- Assist in the development and monitoring of the budget to provide top quality customer service.
- Act as liaison between the General Manager and the staff.
- Anticipate and handle any guest requests and satisfy their needs within acceptable guidelines.

Personal information

DOB: 01/01/1997

Marital status: Single

Nationality: Syrian

Gender: Female

Languages

Arabic |
Native

English |
Fluent

French |
Basic

Professional Skills

Table setting & services skills.
Knowledge of wines, cocktails &
food of different cuisines.
Customer service mind set
Good memory.
Communication & interpersonal
Skills.
Time Management.
Leadership.
Fast & energetic.

Computer Skills

MS Office: Excel, Word, and
PowerPoint
PMS, Opera POS

Outdoor Sales – Taqa Company

Jan.2018 – Dec. 2018

Tasks:

- Sell the company's products or services to customers.
- Work closely with marketing department to help build the brand.
- Conducts calls and face-to-face meetings with customers daily.
- Maintain records of all sales leads and/or customer accounts.

Pharmacy Assistant – Mazen Pharmacy

Sep.2016– Jan. 2018

Tasks:

- Taking inventory of all medication and pharmaceutical supplies.
- Directing all questions relating to prescriptions, health matters, or medications for the pharmacist.
- Answering all incoming telephone calls in a professional manner.
- Ensuring that work areas are organized and clean.

Waitress – Food Style Restaurant (Extra Job)

June 2015 – July 2016

Tasks:

- Taking customer orders and delivering food and beverages.
- Making menu recommendations, answering questions and sharing additional information with restaurant patrons.
- Providing excellent wait service to ensure satisfaction.

Birthday Party Animator – KFC (Extra Job)

March2017 – Nov.2018

- Host birthday parties and leads activities for children.
- Assist party participants with check in and ensure guests are satisfied with their visit.

Education

Bachelor's degree in hospitality management

Lebanese International University

Year of graduation: 2021

Bachelor's degree in Bio-Medical Science

Lebanese International University

Year of graduation: 2021