

MANUELLA SALIBA

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Business management graduate with proven organizational and management skills. Dedicated and experienced hostess with a background in hospitality, willing to contribute refined customer service and interpersonal skills to elevate the guest experience. Currently, I am working as a Booking agent at CMA CGM and gaining shipping experience.

EDUCATION AND TRAININGS

2020-2023 **Saint-Joseph university of Beirut USJ**
Bachelor's in business and management

2005-2019 **Scientific Baccalaureate, BESANCON**
School graduation, high distinction

EMPLOYMENT HISTORY

2023-Present **CMA CGM Global leader in shipping and logistics** **Booking agent**

- Handling daily booking requests from clients and shippers, coordinating with carriers to secure space and negotiate terms, and providing clients with necessary transportation information.
- Resolving customer inquiries related to bookings, shipping schedules, and documentation, providing accurate information and addressing any concerns or issues during the shipping process.
- Conducting comprehensive audits of booking details to ensure accuracy and regulatory compliance, verify proper documentation, and work with internal teams to address any issues.
- Daily Reporting to Supervisor: Analyzing booking activities, issues, achievements, performance indicators, and communicate challenges. Propose solutions or improvements.

2019-2023 **SAPA Beirut** **Hostess**

- Warmly greet and welcome guests upon arrival, ensuring a positive first impression.
- Efficiently manage reservations and seating arrangements to optimize restaurant capacity.
- Communicate effectively with the service and kitchen teams to coordinate smooth table turnovers.
- Handle guest inquiries and special requests, providing information about the menu, daily specials, and promotions.
- Take and confirm reservations over the phone.
- Maintain an organized reservation system, keeping track of available tables and dining preferences.
- Handle any guest issues or complaints with professionalism and efficiency.
- Manage the waiting area to ensure guests are comfortable and informed about wait times.

2016-2019 **Hilton Habtoor** **Hostess**

- Extend a gracious and sophisticated welcome to all guests.
- Coordinate with the dining and kitchen staff to optimize seating arrangements based on reservations and walk ins.
- Provide information about hotel amenities, services, and local attractions.
- Seating people with precision and courtesy, orchestrating a smooth and enjoyable flow in the restaurant's ambiance.
- Engaging with guests to ensure their experience is up to standards.

SKILLS AND QUALITIES

Customer service, Communication skills, Multitasking, Team collaboration, Adaptability, Time management, Professionalism, Empathy, and culture awareness.

Language- Fluent in Arabic, English and French - Getting level, A in the Aptitude and intensive English Test.

ADDITIONAL BACKGROUND

Nationality	Lebanese	Hobbies	Horse riding and Swimming
Marital status	Single	Social work	Volunteer in CMA CGM foundation

