

Gaby-Joe Farah

Enthusiastic and experienced graduate, seeking an opportunity to enhance hospitality related skills. A committed team player with excellent communication skills and a vision of providing exceptional service while guest focused.

Egypt, New Cairo

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EDUCATION —

EXPERIENCE

Bachelor Of Science

September 2020 – July 2023

La Sagesse University

**Hospitality and tourism
management faculty.**

**With the academic certification
of École Hôtelière de Lausanne.**

Graduated with honors.

GPA 3.46

High School

September 2004 – May 2019

École des trois docteurs.

**Lebanese Baccalaureate in Life
Sciences.**

LANGUAGES —

Arabic ●●●●●
English ●●●●●
French ●●●●○

SKILLS —

- Communication.
- Team Leadership.
- Time Management.
- Complex problem solver.
- Microsoft Office
- POS (Omega, Ace, Micros)
- SerVme

ORGANIZATIONS —

Orthodox Scouts of Lebanon

May 2005 – May 2016

CERTIFICATES —

August 6 2018

**République française, Centre
International d'études
pédagogiques.**

**Diplômes d'études en langue
française (DELFI), niveau B2.**

November 25 2023–present

Floor Manager • DON Eatery • Egypt, New Cairo

- Oversee opening and closing procedures, including scheduling and ensuring smooth tip distribution.
- Responsible for purchasing day-to-day essentials and managing inventory, ensuring quality and quantity meet standards while staying within budget.
- Ensure employee safety, satisfaction, and provide ongoing training for staff development.
- Supervise kitchen orders, conducting quality and quantity checks to maintain high standards.
- Manage petty cash, track sales, and generate daily reports to monitor financial performance.
- Engage with customers, address any concerns, and uphold service standards to ensure that every visit is enjoyable and satisfying.

June 16 2023–November 12 2023

Supervisor • Terre SARL • Lebanon, Beirut

- Was responsible for coordinating staff shifts and breaks, made sure we have the right team members on hand during busy and quieter periods.
- Managed the day-to-day operations of the restaurant, like overseeing opening and closing procedures.
- Engaged with customers, address any concerns, and uphold service standards to ensure that every visit is enjoyable and satisfying.

March 12 2023– March 17 2023

Young Hospitality Summit (YHS) • Switzerland, Lausanne EHL

- Selected to represent my university at EHL and attend the YHS Global 2023.
- Participated in various activities and events that enriched my knowledge and skills in the hospitality industry.
- Took part in the YHS Challenge about The Line, which allowed me to showcase my creativity and problem-solving abilities.
- Attended the panels and guest speaker sessions, which provided me with valuable insights and perspectives about sustainability from industry experts.

February 24 2022– June 15 2023

Hostess/Operator • Hotel Alberg Relais & Châteaux • Lebanon, Beirut

- Took restaurant reservations via phone calls or emails, and event reservations and provided set menus.
- Placed all reservations on SerVme accordingly and answered questions and inquiries about the restaurants' cuisines and table availabilities.
- Was responsible for the training of all the staff on SerVme, and responsible for the reservation center of the hotel.

October 30 2021– January 31 2022

Waitress • Kyūka • Egypt, New Cairo

- Greeted and assisted customers to their tables, provided excellent customer service, and handled guest feedbacks.
- Increased sales by upselling menu items and making suggestions.
- Took care of the closing of the cash register and running the POS systems during the opening.

July 7 2021– September 30 2021

Waitress • Mariolino Sahel • Egypt, El Sahel

- Greeted and assisted customers to their tables, provided excellent customer service and handled guest feedbacks, and increased sales by upselling menu items and making suggestions.
- Took care of the closing of the cash register and running the POS systems during the opening.
- Handled newly introduced systems and sequence of service when hosting an event at the restaurant.

December 2020– June 2021

Barmaid • Le Sushi Bar • Lebanon, Beirut

- Prepared daily premixes for the bar, and dehydrated fruits for the garnishes.
- Took beverage orders from guests and paired them with the food and upsold new seasonal cocktails.
- Took care of the opening and closing of the bar while ensuring that everything was properly done on the checklist.

May 2019– December 2020

Waitress • Le Sushi Bar • Lebanon, Beirut

- Provided excellent customer service, handled guest feedbacks, and increased sales by upselling menu items and making suggestions.
- Prepared the floor and table set ups prior to the opening.
- Paired food with drinks for the customers and made wine and sake suggestions.

REFERENCES

AVAILABLE UPON REQUEST