

# LYNN MOUSSA

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Date Of Birth: 10-May-2003

Beirut, Lebanon

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## PROFILE

I am a hard-working, conscientious and flexible person who can work either on my own or as part of a team. I have chosen a career in hospitality because I enjoy interacting with other people, I like serving customers, and enjoy the challenges that come with the role.

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## EXPERIENCE

### **|April 2024-Present| Housekeeping supervisor At Arthaus Beirut/Gemmayze**

- Inspecting rooms and public areas
- Scheduling shifts
- Managing inventory and supplies
- Assign housekeeping tasks
- Manage a team of housekeeping staff
- Train housekeepers on cleaning and maintenance tasks
- Plan and schedule cleaning programs
- Ensuring that all procedures are completed to the hotel's standards
- Provide orientation and training
- Offer high-quality customer service
- Hire and train new employees

### **|June 2023 - October 2023| Spa And Pool Receptionist At Bkerzay Hotel/Chouf**

- Welcome guests upon their arrival
- Assisting guests with questions regarding spa services and products
- Spa tours and various other tasks to deliver high quality guest service to our discerning guests
- Provide complimentary drinks to arriving guests
- Welcome walk-ins guests, answer questions about services, and schedule appointments based on availability
- Fold and stock fresh pool towels and hand out fresh towels to guests
- Ensure guests follow the rules and safety guidelines in the pool area

**|June 2022 - November 2022| Front Desk/Receptionist at L'Auberge Des Émirs Hotel/Chouf-Deir el Qamar**

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods
- 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
- Maintain updated records of bookings and payments
- Assist with administrative and clerical tasks as needed

**|May 2022| Hostess with SciencePRO at Le Royal Hotel/Dbayeh**

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**EDUCATION**

**|September 2020-January 2024| Lebanese International University-Mount Lebanon**  
• Bachelor of Business Administration In Hospitality And Tourism Management

**|June 2019| Deir El Qamar Official High School**  
• High School Diploma in SE

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**LANGUAGES**

**Arabic:** Native Language  
**English:** Fluent (written, spoken)  
**French:** Basic (written, spoken)

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**SKILLS**

- Multi-tasking
- Leadership
- Customer service
- Time management
- Detail-oriented
- Problem Solving

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**COMPUTER SKILLS**

- Microsoft office (PowerPoint - Word - Excel)
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### COMPETENCIES

- Ability to work in groups & multicultural environment
- Responsible/Adaptive/Discreet
- Perfectionist, positive person