

MOHAMAD KANDIL

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EXPERTISE

Communication-skills
Customer-Service
Problem-Solving

EDUCATION

2021 - 2025

UNIVERSITY OF SCIENCES & ART IN LEBANON/USAL

Bachelor of Business Administration
in Management Information System

LANGUAGE

Arabic (Native)
English (Business Professional)
French (Basic)

SKILLS

PMS, Omega, Squirrel POS
Adobe Dreamweaver, XD
Microsoft Office, Power BI
Python, SQL

WORK EXPERIENCE

2023 - present

Front Office Supervisor

LAHOYA Hotels

- Provide excellent customer services
- Greet all guests and assist them
- Manage guest bookings and reservations from different resources (sales team, travel agencies and regular guests

- Maintain a positive attitude and friendly approach
- Answer internal and external phone calls

2020- 2022

Front Office Agent Night Auditor

CITY Suites

- Greet all guests and assist them
- Respond to all guest questions and requests
- Investigate and resolve out of balance accounts
- Ensure that all daily documents are accurate and valid
- Audit all transactions made throughout the day
- Check all credit card and city ledger payments

2019- 2020
2018- 2019

Waiter-Head Waiter

KAMPAI

- Greet customers and present menus
- Up-sell when appropriate
- Cooperate and communicate with all serving and kitchen staff
- Train new employees in the floor department on the main duties (menu, sequence of service and others)