

Samah Abou Saad

Receptionist • Mouseitbeh, Beirut, Lebanon • 78921590
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Objective

Enthusiastic and service-oriented professional transitioning from hospitality to Human Resources. Actively seeking opportunities in HR departments, while remaining open to hotel operations roles such as front office. Strong interpersonal and communication skills with a deep commitment to employee and guest satisfaction. Quick learner with a passion for people development, recruitment, and delivering high-quality, professional support in dynamic environments

WORK EXPERIENCE

Staybridge Suites Hotel, Verdun, Beirut, Lebanon
Guest Services Agent

September 2025- January 2026

Main Tasks:

- Welcomed guests and checked their details against their bookings.
- Allocated guests to their rooms and provided keys.
- Coordinated room status updates, notified of all group checkouts, late checkouts, early check-ins and special requests.
- Answered phones from prospective customers and guests, taking messages and delivering them.
- Completed administrative tasks such as filing and photocopying.
- Responded to requests for help and information providing concierge services, such as arranging travel and providing information about local amenities and attractions.
- Prepared room bills and ensuring prompt payments, checking guests out, taking payments and returning deposits.
- opera system (oracle hospitality).

Verdun Suites Hotel, Verdun, Beirut, Lebanon
Receptionist

January 2024- August 2025

Main Tasks:

- Handled check-in and check-out of arriving and departing guests
- Handled all cashiering transactions (posting charges to guest rooms, exchanging foreign currency, etc.)
Balancing their cash float at the end of each shift.
- Handled guest requests and inquiries professionally, providing accurate information and taking appropriate actions for services and complaints.
- Coordinated room status updates, notified of all group checkouts, late checkouts, early check-ins and special requests.
- Knowledgeable always of updated product and service information.
- Possessed a working knowledge of room reservation procedures and handled reservations, bookings and Cancellations.
- Customized selling approach and up selling techniques, based on the targets set for each particular shift.
- Anticipated client and guest needs well in advance.
- Completed additional tasks as assigned from time to time by superiors.
- Always ensured guest satisfaction, while maintaining company policies and standards.
- Amadeus.

EDUCATION

Human Resources Professional Diploma, March 2025-present, Haigazian University, Center For Continuing Education, Hamra.

Bachelor Degree Tourism and Hospitality Management, July 2023
Sagesse University, Faculty of Tourism and Hospitality Management (with the academic certification of École hotelier de Lausanne), Achrafieh.

Computer literacy: Microsoft Office

Languages: Fluent in Arabic And English

Skills:

- Verbal and written communication
- Listening
- Professionalism
- Customer focus
- Organization and planning
- Handling pressure and tolerating stress
- Attention to detail
- Initiative
- Reliability
- Multitasking
- Efficiency
- Conflict resolution
- Problem solving
- Microsoft Office (Word, Excel, Outlook)
- Data entry
- Typing skills
- Information management software
- Use of office equipment (fax machines, copiers, etc.)