



# Marwa Abou Rahal

## Guest Relations Manager- Hospitality Industry

Guest Relations Manager with proven business development and management experience. Excellent communication and organizational skills with critical thinking.

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📍 Bikfaya, Lebanon

## SKILLS

Leadership

Emotional intelligence

Service Management

Problem-Solving

Negotiation

Verbal & Written Communication

Meeting Planning

Food & Beverage Operations

Critical Thinking

Teamwork

Public Speaking

Time Management

Customer Service

## WORK EXPERIENCE

### Guest Relations Manager Addmind, CLAP

10/2019 – 09/2019

Addmind, hospitality service

Lebanon

#### Achievements/Tasks

- Execute the opening of Clap, newest high-end contemporary Japanese restaurant in Beirut, after receiving a full month of professional training. Participate in weekly management meetings: monthly budget, productivity report, review of profit and loss statements. operation analysis.
- Increase Food & Beverage revenue by developing new strategies and an effective management program. Develop and implement sales, marketing plans and strategy for the upcoming year.
- Initiate a superior training program for the guest relation department which results in increased guest satisfaction: SOP, Do's and Dont's, opening and closing duties, telephone techniques, handling guests complaints, body language.
- Working with Reserve-Out, managing reservations, floor set up to overcapacity within professional standards. Setting up covers before and during operation, supervising the floor team to help improve service and speed.
- Respond to emails, arrange set menus for functions, communicate with head chef and kitchen crew about all sort of special menus and allergies. Follow up with upcoming events, reservations and requests. Answering all phone calls within standards, putting guests on hold.
- Ensure and provide flawless, upscale, professional and high class guest service experiences. Analyze guest feedback- providing strategic direction to continuously improve overall rating. Respond to guests needs and anticipate their unstated ones.

Contact: Josephine Rouhana – 03195733

### Senior Guest Relations M.H. AlShaya Co , Babel Bay and Babel Kuwait

03/2017 – 09/2019

M.H. Alshaya Co. is a leading international franchise operator for nearly 90 of the world's most recognized retail brands

Lebanon, Kuwait

#### Achievements/Tasks

- Coordinate with the sales department on customer database and profiling. Using the CRM on a daily basis. Collect customer reservations and practice space management in order to optimize the seating capacity of the restaurant. Use data analysis about customers' history to improve relationships and targeting the correct audience, hence driving sales growth.
- Provide information to guests regarding set menus. . Train and coach new junior guest relations and report evaluation to HR.
- Handle guest special requests and complaints according to standards and procedures. . Conduct table visits and check customer satisfaction and report any comment at all time.

Contact: Charles Asmar – 70831914

## WORK EXPERIENCE

### Hostess

#### Four Seasons Hotel Beirut-The Roof

04/2016 – 10/2016

Four Seasons Hotel, is one of the world's leading luxury hotel names, and its hotels deliver everything you expect from a true luxury hotel

Achievements/Tasks

- Handle the reservations and make sure that all guest requests are taken care of in accordance with the Four Seasons standards of excellence for quality, professionalism and friendliness. Focus on "Wow-Me", and avoid glitches as much as possible.
- Cover other duties irrelevant to the hostess job during busy nights, such as runner, server, supervisor in the different outlets of the hotel. Come up with smart solutions to problems fast, without the help of the manager in charge in some cases.
- Work with a team that is built around adaptability and flexibility, service passion, professionalism, ethic for work integrity, communication, and teamwork.

Contact: Four Season Hotel – 01761000

Lebanon

### Consumer Collector

#### RedBull

10/2014 – 03/2016

Achievements/Tasks

- Represent the company in the market through consumer collection operations . Support and backing up the sales force through an integral role while dealing with their Customers .
- Participate in the organization of Red Bull events, cultural events, entertainment and Sports events . Increasing customer satisfaction and loyalty . Coordinate and schedule all the tasks required within an event through allocating responsibilities, timelines, and sufficient resources to ensure efficient results .
- Monitor expenses through the planning process to adhere to established budgets . Determine new and innovative ways to reduce costs associated with events.

Lebanon

### Enumerator

#### UNICEF and International Orthodox Christians Charities

10/2013 – 07/2014

Achievements/Tasks

- Malnutrition Screening of Syrian Refugees children under 5 years of age as part of UN project of 2 months all over Lebanon, followed by supervising interns in the continuity of the project.
- Emergency Interventions for children suffering severe malnutrition . Anemia Level Measurements for teenagers and adult women between ages 18 and 49.
- Emotional Support Display for all families and coworkers. Supervising the group of interns (Team Leader).

Lebanon

## LANGUAGES

English

Native or Bilingual Proficiency

French

Native or Bilingual Proficiency

Arabic

Full Professional Proficiency

## CERTIFICATES

A+ Academy Certificate of Achievement  
(11/2018 – 12/2018)

Pre-opening of Clap

Certificate of Participation UNICEF  
(10/2013 – 11/2013)

Data collection of the 2013 Syrian Refugees Nutrition Assessment.

## EDUCATION

French Baccalaureate- Economics and Social Sciences  
International College

09/1995 – 06/2011

Lebanon

Hotel Management & Tourism- Hospitality Events Management  
Notre Dame University of Louaize

09/2011 – 06/2016

Lebanon