

FIRAS ADADA

It's an honor for me to introduce this C.V. with my personal information to apply to work in your group as an employee contributing in the development of this corporation.

Objective

I am hard worker and I want to use my potentials in the right place to grow and succeed. My success will be achieved when the company I work with shine and expand.

Personal Information

Nationality : Lebanese
Date of Birth : 07-01-1992
Place of Birth : Beirut

Contact Details

Address : Beirut Al-Mazraa
Mob : +96170762855
Email address : Firasadada@gmail.com

Education

- ~ **Business Management (Lebanese University).**
- ~ **General Sciences Official.**

Work Experience

*~May 2014 till now~ "Elysee Residence Hotel" _ Hamra
Assistant Front Office Manager (September 2017- till now).*

Duties include:

- Coordinating with GM, FM, and FOM.
- Scheduling.
- Maintain an excellent customer service.
- Handling any complaints.
- Staff training.
- Ensuring property's policies are administrated fairly and consistently.

Night Auditor (July 2015- August 2017)

Duties include:

- **Balancing the revenue and expense transactions.**
- Reviewing overall operations that happen during the day.
- Customer service.

Front Office Agent (May 2014-July 2015).

Duties include:

- Customer Service.
- Reservations.
- Respond to guest needs, special requests and complaints and alert the appropriate manager as needed.
- Helping customers in any logistics they need outside the hotel.
- Meeting customer satisfaction.

*~October 2015 _ March 2016 ~"The Cheesecake Factory" _ Verdun
Chef de partie (pre-opening and the grand opening) .*

*~December 2010 – April 2015 ~ “TSC Signature” – Solidere
Demi-chef*

Languages

English : Excellent (Writing Speaking Reading).

Arabic : Excellent (Native).

French : Beginner.

Computer Skills

- **Microsoft Office (word, excel, PowerPoint, Access)**
- Omega
- **Opera PMS**
- Pixel