

Rasha Rawas

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EDUCATION

Lebanese American University	Beirut, LB
<i>Bachelor in Hospitality Management and Tourism</i>	
2017	
Collège Protestant Français	Beirut, LB
<i>French Baccalaureate</i>	
<i>Baccalauréat littéraire</i>	2013

EXPERIENCE

Golden Tulip Galleria Hotel	Beirut, LB
<i>Senior Sales and Marketing Executive</i>	2018

- **Acquiring new leads** and **nurturing long term relationships** with loyal contacts.
- **Maintains relationships** with clients by **providing support**, information, and guidance.
- **Ensure guest satisfaction**, adequate and timely response to complaints.
- **Daily reporting** on pending requests.
- **Conduct business meetings with potential partners** to maximize hotel profit and growth through **negotiation**.
- **Managing the tasks of fellow team members** and following up on pending requests to ensure quality customer service.
- Provide **capacity building** opportunities for team members.
- Contributes to team effort by **accomplishing related results as needed**.
- Took **part of the daily briefing** of the hotel, led by the General Manager.
- Proficient knowledge in **Online Travel Agencies and Global Distribution Systems** (OTA and GDS)

Sales and Marketing Executive

2017-2018

- Meeting with clients and **planning their corporate events** and weddings.
- **Preparing and planning events and room offers** for companies, **local and international** travel agencies and individuals.
- Preparing **Banquet Event Orders (Opera Hotel System)** and liaising with the relevant departments.
- **Telemarketing** the hotel's venues.

Dior - Socodile Holding

Beirut, LB

Sales and Makeup Artist

2016-2017

- **Introducing new products to customers** and explaining their effects.
- **Selling Dior's products** and assisting customers in their shopping experience.
- **Upselling and Cross-Selling** in order to maximize profit.
- **Applying Makeup** for VIP Customers.
- **Marketing** their newest launches through handling Campaign Booths.
- Assisted in **Inventory**.

Department of English Language Instruction - LAU

Beirut, LB

Assistant Teacher (To Ms. Giselle Pempedjian)

2013-2016

- Assisted in the teacher's day to day tasks.
- **Created online exams and quizzes** for student through Online Platforms.
- **Corrected exams.**
- Covered the intensive English classes while the teacher was absent.

INTERNSHIPS

Dubai Airshow

Dubai

Chalet Manager

2015

- Meeting customers' needs and **providing on the spot solutions for their complaints.**
- **Lead an entire team of 8 members** and designated tasks for each throughout the day.
- Socialized with customers and **made sure their visit was pleasant.**

Four Seasons Hotel

Beirut, LB

Banquet Sales Trainee

2014

- **Assisted the Banquet Sales Managers** in planning weddings.
- Assisted in the actual set-up of the weddings.
- **Lead the Banquet Sales Team** and designated tasks for each employee.

Crowne Plaza Hotel

Beirut, LB

Front Office Agent

2014

- Assisted in the check-in and check-out of guests.
- Took part of the daily briefing of the Front Office Team.
- Assisted guests with locked safes.
- Assisted guests in **planning their tour in Beirut** (Guest service).
- Assisted the Operator in answering **in-house and international guests' requests.**
- Took orders for Room Service and **coordinated accordingly with relevant departments.**

PROFILE

Languages

English

Full Professional Proficiency

Arabic

Native Proficiency

French

Native Proficiency

Computer Skills

Excel, Word Document, Opera Hotel System (PMS and Sales and Catering), Sales Force (Sales Hotel System), Rate Tiger (OTA and GDS).

Extra Curriculum Activities:

- *Model Arab League Public Relations* LAU
- *Volunteered in the Model United Nations Final Conference* LAU
- *Certification in Makeup Artistry from the American Center of Excellence (Ongoing)*
- *Certificate for a Regional Training on “Brands and Systems” by the Louvres Chain*
- *Volunteer at “Offre Joie” to help rebuild destructed buildings.*

Personal Interests and Activities

Certified Makeup Artist,

Reading,

Charcoal Drawing,

Camping,

Swimming.
