



Salma Hassan Mawassi

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Date of Birth: July 18th, 1987

Place of Birth: Aytaroun-Lebanon

Marital Status: Single

OBJECTIVE:

My objective is to effectively contribute to your esteemed company, looking for a challenging position within a professional atmosphere in order to utilize my knowledge and expertise to the best of my ability. Nevertheless, high self-motivation attitude, devoted and high level flexibility to endure stress, meet deadlines, and exceed expectations.

EMPLOYMENT HISTORY:

- **Al Jadeed Television – Wata El Mesaitbeh** **Beirut-Lebanon**
Receptionist (Dec 2016 – Present)
 - Welcome visitors by greeting them
 - direct visitors to the right area
 - answering or referring inquiries
 - perform administrative and coordination tasks at the front desk
 - performing basic clerical tasks, such as filing, preparing and copying documents
 - distributing mail to the employees in the office

- **Wall Street Cocktail Bar & Rest.- Badaro** **Beirut-Lebanon**
Waitress (Nov 2017 – Present)
 - Greeting guests cheerfully
 - Take them to their table
 - Provide them with the menu
 - Take orders from guests

- Deliver food/drinks order to guests
- Ask permanently if client needs anything
- Keep track of which tables are cleaned and available for new guests

- **Music Hall** **Beirut-Lebanon**
Waitress (Jun 2017 – Nov 2017)

- Greeting guests cheerfully
- Take them to their table
- Provide them with the menu
- Take orders from guests
- Deliver food/drinks order to guests
- Ask permanently if client needs anything
- Keep track of which tables are cleaned and available for new guests

- **Main Street Cocktail Bar& Rest.** **Beirut-Lebanon**
Waitress (Dec 2016 – Jun 2017)

- Greeting guests cheerfully
- Take them to their table
- Provide them with the menu
- Take orders from guests
- Deliver food/drinks order to guests
- Ask permanently if client needs anything
- Keep track of which tables are cleaned and available for new guests

- **Al Falamanki restaurant – Dubai** **Dubai-UAE**
Hostess (June 2016 – Nov 2016)

- Greeting guests cheerfully
- Take them to their table
- Provide them with the menu
- Monitoring the table rotation and make sure that each member of the wait staff Gets a fair amount of tables without giving them too many all at once
- Keep track of which tables are cleaned and available for new guests
- Answer the phone and take reservations.

- **Main Street Cocktail Bar& Rest.** **Beirut-Lebanon**
Captain (2011 - June 2016)

- Responsible for training new recruits
- Trained in bar knowledge and cocktail making

- Greeted and seated guests (hostess shifts)
- Handled more than one section on many occasions
- Responsible for ensuring sufficiency of manpower in the shift.
- Performs other duties and responsibilities assigned by immediate superior, which leads to guestsatisfaction and profit for the restaurant.
- Responsible for ensuring sufficient operating guest supplies, beverage supplies and operating equipment
- Received recommendation praising hard work and dedication (available upon request)
- Received First Aid certificate following with training period.

- **DAWA Entertainment Co (part time job)** **Beirut-Lebanon**
Assistant Administration (2014)

- Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Completes operational requirements by scheduling and assigning administrative projects; expediting work results.

- **Lazy Bee Resort** **Beirut-Lebanon**
Captain(2011-2012 Season)

- Maintain communication with and supports the resort Manager.
- Manage the guest reservation system
- Ensure that the service is at all times performed in a professional manner and to the style as specified .
- Collate information and feedback while attending all staff briefings before each service
- Assist in preparation, presentation and recording of trainings sessions.
- Fully aware of the resort Fire Safety Procedures and Health & Safety regulations.
- Responsible for training new recruits

- **AL Balad Restaurant - Downtown** **Beirut-Lebanon**
Trainer(2006-2011)

- Waitress
- Hostess
- Responsible for inventory of floor items.
- Completed a host/hostess training course.

- **Al Azhari Restaurant - Downtown Beirut-Lebanon** Waitress (2003-2006)

- Receive food & drink orders & serve customer requests to the standards required.
- Serving dishes to customers at tables.
- Learning the names of & building relationships with regular customers.
- Full product knowledge of all menu items
- Making recommendations from the menu if requested. Answer guest queries in a polite and helpful manner. Clearing cutlery and dishes away from tables.
- Check on customers asking if they are enjoying their meals and service.
- Ensuring the food service area is left clean and tidy once all the guests have left.
- Relaying, preparing and setting tables for the next guests.

EDUCATION:

- **Hassan Kassir Institute**- Beirut-Lebanon
 - LT1_ Marketing & Management 2010-2011
- **Computer & Industrial Science College (CIS)** - Beirut-Lebanon
 - TS3_ Marketing & Management 2009-2010
- **The Arab Institute** - Beirut-Lebanon
 - BT3_ Sales & Marketing 2006-2007

Training and Certificates

- Wine training course in Ksarawinery.
- Food safety and hygiene course training.
- Training in High quality Customer services, up-selling and selling techniques.
- Training courses applicable on **Omega software** (Point Of Sale).
- Completed a host/hostess training course.

LANGUAGES:

Fluent in Arabic written and spoken.
Fluent in French written and spoken.
Good in English written and spoken.

COMPUTER LITERACY:

Excel, Word, Power point, Microsoft Outlook, Omega System, P.O.S.

INTERESTS and HOBBIES:

Camping, Drawing, Painting, Music, Public relation

REFERENCES: Available upon request
