

**Name**: Wassim Elias Khoury

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**Nationality**: Lebanese

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***Educational Backgroud :***

**Hotel Management Diploma**. (Awarded 2003)

PIGIER – SUPEC. Beirut - Lebanon

**BT3 – Hotelerie School. Major service**. (Awarded 2000)

Hotelerie School. Dekwaneh – Lebanon

***Summary of Qualification:***

*1- Fire prevention and fire fighting.*

*2- Medical emergency basic training.*

*3- Safety training for personal providing direct service*

*4-Important temperature control*

*5-Cross contamination*

*6-Basic food safety Course at Boecker Food Safety I-II.*

*7-Safety way of storage.*

**Trainings:**

*Four Seasons Hotel:* ***Store Keeper****:*

* *Receiving products (food and Beverages).*
* *Entering invoices check into FBM (food and beverages material system).*
* *Complete store operational requirements, following up on work result.*
* *Maintains store stuff by selecting and orienting the products.Ensures availability of merchandise.*

*Four Seasons Hotel:* ***Reservation&salesAgent****:*

* *Answering guest phone calls, selling rooms and suites, taking orders, making a reservation upon request for the banquet events and the restaurant.*
* *Resolves customer complaints by investigating problems, developing solutions, preparing reports, making recommendations to management.*
* *Provides historical records by maintaining records and customer sales.*
* *Keeps management informed by submitting activity and results reports, such as daily call reports.*

***Working Experience:***

*March2012 – Still :* ***Assistant Lead Teller****; OMT. Online Money Transfer(Western Union) - Beirut – Lebanon*

*Greet and serve customers ensuring the provision of the highest standards of customer service.  
 Process transactions Western Union transfers, bills collection, sale of prepaid cards.  
Receive customers calls and answer their queries.  
Maintain knowledge of new services, current promotions, policies regarding payments in order to ensure company policies are adhered to at all times  
Open and close cash registers and ensure cash control is maintained at all times  
Display promotional items and company advertisements.*

*Dec2009 – Feb12* ***: Bartender/coffee trainer;*** *Four Seasons Hotel - Beirut- Lebanon*

*Responsible for the daily operation like opening the tills, make sure that the bar is stocked and ready to work with the floor staff in their sections ready, looking after the service and welcoming the guests making sure that they are satisfied about food and service, handling all the problems and solving it, and finally closing the tills and make sure that the bar is setup for the next day, doing the inventory of the bar, making requesition on FBM .. cashier.*

*Feb2008 – June09:* ***Front Office Agent;*** *Crown Plaza Hotel - Beirut-Lebanon*

*Serves visitors by greeting, welcoming, and directing them appropriately; notifies company personnel of visitor arrival, telephone skills, verbal communication, microsoft office skills, listening, professionalism, customer focus, organization, handles pressure, phone skills, supply management.*

*Feb2005 – Jan08:****Bartender,Barista,Cashier***; *Fulcrum Catering Facilities - Beirut Int’l Airport*.

*Working Barman in the VIP lounge, preparing international cocktails, working barista in both wings of the cafeterias also cashier same time****.***

***Related Strength***:

*- Multilingual languages; Arabic, French, English - Computer literate; word, excel, power point, internet browsing, squirrel system, Omega*, *Micros.*

***Personal Interest***:

*-Football, skiing, swimming, music*.