***WASSIM ELIAS KHOURY***

***Nationality:*** *Lebanese*

***Date of Birth:*** *19/03/1980*

***Email:*** *wkhoury44@gmail.com*

***Address:*** *Baabda –Brazilia street , khoury Building 3rd floor.*

***Mobile:*** *961-3-033432*

***Educational Background:***

***Hotel Management Diploma:*** (awarded 2003)

*PIGIER – SUPEC: Beirut – Lebanon.*

***BT3 – Hotelerie School: Major Service*** (awarded 2000)

*Hotelerie School – Dekwaneh – Lebanon.*

***Working Experience:***

*March 2012- Still :* ***Assistant Lead Teller***: *OMT Online Money Transfer (Western Union) Beirut- Sami EL Soloh.*

* *Greet and serve customers ensuring the provision of the highest standards of customer service.*
* *Process money transactions Western Union transfers worldwide, also internal money transfers through Intra Service.*
* *Paying Mechanics dues yearly.*
* *Doing Obligatory and Materials insurance for all kind of cars.*
* *Receive customer calls and answer their queries, problems solving.*

*Dec2010 – Feb12:* ***Reservation &Sales Agent:*** *Four Seasons Hotel: Beirut – Lebanon.*

* *Answering Guest phone calls, selling rooms and suites, taking orders, making a reservation upon request for the banquet events and the restaurant.*
* *Resolve customer complaints by investigating problems, developing solutions, preparing reports. Provides historical records by maintaining records and customer sales.*

*Dec2008 – Nov10:* ***Bartender / Head Barista:*** *Four Seasons Hotel: Beirut – Lebanon.*

* *Responsible for the daily operation, opening tills,*
* *Make sure that the bar is well stocked ready to work,*
* *Doing the inventory of the bar, requisition on FBM.*

*Feb2005 – Nov08:* ***Bartender, Barista, Cashier;*** *Fulcrum Catering Facilities- Beirut Int’lAirport - Barman in the VIP lounge , Preparing international cocktails.*

*Jan2004 – Oct05:* ***Service Advisor****: Bosch Service; Hazmieh – Lebanon.*

* *Welcome customer, check the car problem issue by taking notes in details.*
* *Try to up sell for any additional spare parts by advising the customer into better.*
* *Sending mails to service department explaining the problems in details.*

***Related Strength :***

* *Multilingual language : Arabic, English, French.*
* *Computer literate: word, excel, power points, internet browsing , squirrel system, omega, micros,*

***Personal Interest:***

* *Football, swimming, hiking, cars.*