

FARAH ITANI

CONTACT

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D.O.B: August 1994

EDUCATION

2014-2017
Bachelor Degree,
Hospitality Management,
Lebanese University

SKILLS

Computer:

- Microsoft office suit
- Search engines & Social Media Platforms
- Opera PMS
- Micros
- Data entry

Inter-Personal Skills:

- Excellent Communicator
- Multitasking and organizing skills
- Adaptable and Dedicated
- Fast learner

LANGUAGES

Arabic – Mother tongue
English – Excellent

INTERESTS

Art, music, film, outdoor activities,
nature, travelling, camping

Certificates

- Entotox Public Health “Bed Bug”
- Ecolab “Housekeeping procedures, product’s usage & safety for Public

Introduction:

An excellent communicator and a fast learner seeking an employment within the hospitality field. Aiming to become a valuable member with the motivation for success and constant evolving towards a healthy stable career path.

EXPERIENCE

Housekeeping supervisor - Le commodore Hotel

05/2018 – present

Responsibilities:

- Room/ public area inspection and maintaining daily operations
- Inventories stock to ensure adequate supplies for housekeeping staff and guest toiletries
- Obtaining list of rooms to be cleaned and list of prospective check-outs to prepare work assignments
- Coordinating work activities among departments to respond promptly to all guest requests
- Performing cleaning duties in case of emergency or staff shortage
- Examining building to determine need for repairs or replacement of any furniture or equipment. And following up with management and maintenance department.
- Attending staff meetings to discuss company policies or new tasks.
- Advising manager, or desk clerk of rooms ready for occupancy.
- Coordinating daily workflow through task prioritization and scheduling
- Directing team of 20 personnel in a busy hotel with 203 rooms
- Training and mentoring all new personnel to maximize quality of service and performance

Administration personnel _ Glowbal Outlets Stores

01/2018 – 04/2018

Responsibilities:

- Bar-coding and data entry
- Reported employees issues and inquiries to management
- Contacted store branches to confirm orders and insure shipments
- Handled customer complaints and inquiries
- Sent memos for all store branches and warehouse personnel
- Answered multi-line phone system and transferred callers to appropriate department or staff member

Kitchen / F&B waitress - Le commodore Hotel

2015 – 2017

- Hostess/ waitress during breakfasts & other events. Ensured to provide perfect service to all guests
- Prepared banquet setup in case of events

went through some work in the Benihana (Japanese restaurants) , the cold and hot (international) kitchens on the preparations section to help in buffet preparations and learn more into details how meals were prepared

waitress in F&B Dep. - Four Points Le Verdun

2013 – 2017

- Made sure guests were satisfied and expectations are exceeded.
- Organized banquet sheet with the banquet supervisor and fix the setup and preparations accordingly
- Made sure that employees welcome guests and ensure service is carried out well and up to the standards.
- Responsible of a team of 5-10 pax.
- Ensured that employees attended on time, well groomed, and their work is up to the standards
- Handled cash procedures and policies related
- Handled guest's complaints and enquiries.

**Extra in F&B department - Lancaster Plaza Hotel, Le Blanc
Catering** (non-contracted)

2011 – 2015

**Cafeteria supervisor - Afak Association for Social
Development**

2011 – 2013

- Made employee's schedules. And set grooming standards
- Followed up on the meals menu preparations with the chef
- Assigned working areas to the team members.
- Handled cash procedures and policies
- Checked work area for proper equipment and sanitation.

Waitress - Beit Amer Restaurant

2010-2011

- Made sure to provide the perfect service experience for every Guest (specialize each service)
- Welcomed and seated guests. Took orders and coordinate with the kitchen staff
- Ensured that food is delivered to the guests on time and in proper temperature.
- Presented menu, answered enquiries and made suggestions regarding food & beverage items (upselling strategies)
- Handled cash/ billing procedures