

# ALAIN HAJJ

## OBJECTIVE

Proficient Worker with more than 7 years of experience in Hotel and Business Management industry seeking a responsible job position in a busy working environment. I'm highly adaptable and can work well within a team environment.

## CONTACT

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- D.O.B:  
15 May 1995
- Nationality:  
Lebanese
- Address:  
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## SKILLS

- Proficient in using Microsoft Office applications.
- Full knowledge in Using POS and PMS software.
- Managerial and Supervising skills.
- Excellent customer service skills.
- Able to multitask with accuracy.
- Eager to learn new skills and undertake additional training.

## LANGUAGES

- Arabic: Native
- English: Bilingual
- French: Fluent

## EDUCATION

### Arts, Science and Technology University (AUL)

- Kaslik 2015 - 2019
- Bachelor degree in Business Management.

## TRAINING

### Bank of Beirut

- 2018
- Trained on Financial procedures (Loans, Transactions, Credit Cards)

## WORK EXPERIENCE

### Branch Manager / Reception supervisor and Admin

**Bamboo Spa** Antelias, Lebanon 2021 – 2022

- Manage group of 12 employees and lead day-to-day responsibilities, and recruit and interview new employees.
- Data Entry for all new data and information on the system
- Supervising the maintenance of the facility.
- Creating budget reports and monthly calculations.
- Creating a unique and unforgettable experience for the clients as professional marketing and hosting atmosphere.

### Supervisor / Front office

**Senator Hotel** Tabarja, Lebanon 2019 - 2020

- Ensure diners are receiving high-quality service.
- Managing new data into PMS system and organizing room service.
- Supervises all aspects of hotel operations, including front desk, reservations and customer service.
- Supervising all the front office desk employees and addressing all problems concerning reservation procedures to maintain elite quality service.
- Keeping customers happy and handling complaints.

### Branch supervisor

**Mr. Man Store** Bikfaya, Lebanon 2018 – 2019

- Greeting each customer that comes into the store in a warm manner.
- Training employee at sales and marketing strategies.
- Assisting customers with questions, needs and purchases.
- Setting up merchandise on the sales floor.
- Order all the products and maintain quality

### Branch Supervisor

**Ichiban Sushi Restaurant** Rabieh, Lebanon 2017 – 2018

- Responsible for the efficient running of all day-to-day activities and services of the restaurant.

- Training staff to follow restaurant procedures.
- Handling customer complaints.
- Data entry on system and managing budgets weekly.

### **sales**

**Mike Sport** Beirut, Lebanon 2016 - 2017

- Participate in stock management and control.
- Understanding the customer's needs and taste in every aspect of the product.
- Guide and give advice to customers on product selection.
- Stock shelves with goods.

### **Supervisor - Sales**

**AL Rifai** (Nut Retail Chain in Middle East) Rabieh, Lebanon 2015 – 2016

- Managing the workflow of their employees, creating team schedules and delegating tasks
- Assist shoppers locate the products and goods they desire.
- Ensuring that business goals, deadlines and performance standards are met.
- Setting goals for workers and making sure they comply with the company's plans and vision.

### **REFERENCES**

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Available upon request.

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