Rabih El Aridi

Date of Birth: Jan 30, 1989
Gender: Male

Nationality: Lebanese
Marital Status: Single

Tel: +971553255318

E-Mail**:** rabih.aridi699@hotmail.com

|  |
| --- |
| **PROFESSIONAL PROFILE** |

* Over 4 years of experience in the tourism field (FIT’s, Groups, Corporates, Luxury)
* Strong presentation and communication skills demonstrated by the ability to work with people of international backgrounds.

|  |
| --- |
| **PROFESSIONAL EXPERIENCE** |

***Feb 2013 – Present; Alpha Tours; Dubai - UAE***

##### Position: Reservations Executive – MENA Region

* Handle FIT requests for hotel bookings, car rentals, visas, transfers, tours, Marhaba services, etc
* Organize corporate events (meetings and Incentives) including accommodation, meeting rooms, transfers,

Gala dinners, and other special requests like marketing material, entertainment programs, etc

* Handle VIP and luxury services
* Negotiate contracts with hotels for group bookings
* Negotiate and prepare proposals for clients
* Follow up on all services provided with the operation team
* Liaise with guests to receive their feedback and to ensure they receive services up to their expectations
* Maintain record of complaints to discuss during review meetings with management, team, & suppliers
* Recommend action plans and solutions to ensure constant customer care standards are met

***Oct 2010 – Feb 2013; Alpha Tours; Dubai - UAE***

 **Position: Sales Coordinator – Local Market (UAE)**

* Handle FIT & groups Services (hotel bookings, car rentals, visas, transfers, tours)
* Organize corporate meetings
* Negotiate contracts with hotels for group bookings
* Act as a liaison among the client, hotels, suppliers, etc
* Liaise with guests to ensure services have been rendered with perfection
* Follow up with the operation team

***Jan 2009 – Feb 2010; Commodore Hotel; Beirut - Lebanon***

##### Position: Lobby Bartender/Supervisor

* Maintained proper set up and hotel standards of the lobby reception
* Follow up on customers feedback and suggestions
* Ensure all orders are served by staff
* Take beverage orders from servers or directly from guests or patrons
* Mix drinks, cocktails, & other beverages;
* Serve snacks to patrons seated at the bar
* Prepare appetizers
* Collect cash and record sales; Maintain record and control of bar stock and arrange supplies

***Jun 2008 – Nov 2008; ABC Stores; Beirut - Lebanon***

##### Position: Sales Coordinator

* Sales & stock control and after sales support
* Customer Service: follow up on clients’ feedback

|  |
| --- |
| **EDUCATIONAL BACKGROUND** |

* June 2010 – Centre International des Sciences Techniques (CIT), Beirut - Lebanon
**BT3 Interior Design**

|  |
| --- |
| **LANGUAGES** |

Fluent in English and Arabic

|  |
| --- |
| **SKILLS** |

* Use of Microsoft Office, Juniper Call Center (reservation system), AutoCAD
* Excellent Follow up skills
* Negotiation skills
* Customer Service skills
* Upselling & cross-selling skills

 ***References are furnished upon request.***