Georges El Najjar

[Beit el chaar,

Mar Elias street,

Jean Moubarak Bld,

Ground floor.

**Mob:** 76701865 / 70401278

**Email: rosaryco.cg@gmail.com**

**Personal Profile**

**Nationality:** Lebanese

**Marital status**: Single

**Date of birth**: 06-05-1990

**Motorized:** YES

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The key strengths that I possess for success include, but are not limited to, the following:

* Provide exceptional contributions to customer service for all customers.
* Strive for continued excellence.
* Strong communication skills.
* I am a self-starter.
* Eager to learn new things.

You will find me to be well-spoken, energetic, confident, and personable, the type of person on whom your customers will rely. I also have a wide breadth of experience of the type that gives you the versatility to place me in a number of contexts with confidence that the level of excellence you expect will be met..

**Career Objective**

I'm looking to join a dynamic and creative company where I will benefit from working with the best talents & where I will be able to use my studies, Human Resources and Costumer services skills in a stimulating & challenging environment to develop and to progress my career & add value to the company.

**Education**

 **Psychology Lebanese University 2014 - Present**

 **Bac 2 : SV Bikfaya official school 2007 -2008**

**Training program**

in MEA :

* costumer awareness
* service on board
* risk assessment
* and many others (Safety and Security courses)

in Hotel le Royal

* Royal costumer service

In The Basilian Chweyreian Order:

* Team Leadership

In Hosp Serhal:

* First Aid and recovery course with the Red Cross
* Fire fighting session with the Civil Defense

**Employment history**

 **Sep-2015 Data entry operation Transoil Malapco sal**

**Feb/2015 - May/2015 Receptionist Le Royal Hotel And lesure hills beirut**

Main duties performed:

* Deliver excellent customer service,
* Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
* Administer all reservations, cancellations and no-shows, in line with company policy
* Keep up to date with current promotions and hotel pricing, to provide information to guests, on request, while maximising bedroom sales opportunities
* Fulfil all reasonable requests from guests to ensure their comfort, satisfaction and safety
* Report any maintenance issues immediately to line manager, including all furniture, fittings and equipment
* Provide reports, as required, for housekeepers and management
* Maintain personal knowledge by completing in-house training and workbooks
* Always adhere to all company policies and procedures and licensing laws
* Be involved and contribute at team meetings
* Carry out instructions given by the management team and head office

**April/2012 – Jan/2013 Founder and Owner of a wax factory**

I used to buy wholesale raw wax , melted down and manifacture statuses and crafts for weedings and parties decorations.

 **May/2011 - Sep/2014 Flight attendant Middle east airlines air liban**

Main duties performed:

* Attend preflight briefings on details of the flight
* Ensure that adequate supplies of refreshments and emergency equipment are on board
	+ - Demonstrate the use of emergency equipment.
* Ensure that all passengers fasten their seatbelts.
* Serve, and sometimes sell, beverages, meals, or snacks.
* Take care of passengers’ needs.
* Assist passengers with special needs
* Reassure passengers during flight, such as when the aircraft hits turbulence
* Administer first aid to passengers, when needed
* Direct passengers in case of emergency

 **May/2009 – Apr/2010 Practical nurse Hosp Samir Serhal**

Main duties performed:

* taking and recording temperature, blood pressure, respiration and pulse information to helping with basic day-to-day needs of patients. In addition to recording vital signs, LPNs often post reports on fluid intake and output, treatments given and unusual behavior or reactions to medications.
* help recovering patients attend to their bathroom needs and get in and out of bed, as well as assist with feeding and personal hygiene activities such as teeth brushing, hair combing, shaving, bathing and dressing.
* applying sterile dressings and compresses, providing suppositories and enemas, monitoring catheters and administering tube feedings.
* providing pre- and post-operative care, oxygen therapy and diabetic care. Administer oral, subcutaneous and intra-muscular medications.

**Computer Skills**

* + - Microsoft Word
		- Microsoft Excel
		- Microsoft Power Point
		- Internet
		- Adobe Photoshop
		- Adobe In Design
		- Adobe premiere
		- Avid media composer
		- protel
		- proswift

**Hobbies and interests**

Computers, Surfing the net, Music, Fishing, Swimming, Dining out ...

**References**

**MS. Claude Obeid Ms. Rana Haddad**

Head of Inflight services. Duty Mgr.

Meddle eats airlines Le Royal Hotel Beirut

**Tel:** 03 313703 **Tel: 03068 989**

For any further information or clarification please do not hesitate to call; thanks in advance for your precious time.