Lebanon – Beirut

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**Karim Khanji**

OBJECTIVE

Senior Sales Executive.

PERSONAL INFORMATION

Date of birth: May 8th 1991

Nationality: Lebanese

Marital Status: Single

EDUCATION

**2009-2013**

**Lebanese University, Faculty of tourism.**

**Jnah**

Bachelor’s Degree Diploma in Hospitality Management.

**2008-2009**

**Lycee du Musee**

**Mat-haf**

Received high school diploma of Sociology and Economics.

TRAININGS

* Level 2 food safety training, Boecker Company, with a Level 2 certificate.
* Lebanese wine training, under the supervision of chateau KSARA.
* Vodka training, under the supervision of Diageo Company.
* Five-star service training.
* Up selling training, using the SWEET program.
* Wine service training.
* Housekeeping and front office training.
* Leading and communications skills training.
* How to motivate and handle absence training.
* Sales and Marketing how too guide.

EXPERIENCE

 **Barakat holidays- GSA HotelsPro, GSA Metglobal, Fly Barakat**

 **Downtown-Beirut**

**April 2015…**

**Position: Senior Sales & Marketing Executive**

* Analyzing and investigating price, demand and competition.
* Devising and presenting ideas and strategies.
* Promotional activities.
* Compiling and distributing financial and statistical information.
* Writing reports.
* Attending exhibitions.
* Monitoring performance.

Market monthly evaluation.

* Communicating with the Systems main offices for support.
* Problem solving and clients handling.
* Assessing action plans and daily sales reports.

 **Glocal & Global holidays- GSA Lots of Hotels**

 **Hamra-Beirut**

**July 2014 – April 2015**

**Position: Sales & Marketing Executive**

Relationship building.

Listening to customer requirements and presenting appropriately to make a sale.

Researching the market and related products.

Presenting the product or service in a structured professional way face to face.

Acting as a contact between a company and its existing and potential markets.

Negotiating the terms of an agreement and closing sales.

Gathering market and customer information.

Negotiating on price, costs and specifications with agencies.

Challenging any objections with a view to getting the customer to buy.

Advising on forthcoming product developments and discussing special promotions.

 **Crowne Plaza intercontinental hotels group**

 **Hamra-Beirut**

**April 2013 – June 2014**

**Position: Receptionist**

* Guests account handling.
* Guest service and concierge training.
* Strong interpersonal and communication skills.
* Rooms and back office audit.
* Can-do attitude and ability to think outside the box.
* Solving guest’s problems.
* High attention to detail.
* Able to stand for extended periods of time.
* Avid understanding of front desk operations.
* Good time management skills.
* Excellent telephone etiquettes.
* In depth knowledge of administrative and clerical protocols.

 **PF.Changs**

 **ABC Achrafieh**

**February 2012 – March 2013**

**Position: Floor Service Trainer**

* Service and quality auditing.
* Trainer for new employees.
* Helping employees in developing their skills and knowledge.
* Projects handling.
* Shift handling.
* Solving guests and employee problems.

**Phoenicia intercontinental hotels group**

**Minet el Hosn**

**April 2010 – December 2011**

**Position: Captain, Training Ambassador**

* Order taker, direct contact with the customers.
* Trainer for new employees.
* Five-star service skills and knowledge.
* Helping employees in developing up selling skills.
* Alcoholic Cocktails and spirit knowledge.
* Shift handling.

**Café Gourmets**

**Sodeco Square**

**October 2009 – March 2010**

**Position: Kitchen supervisor**

* Supervising proper sanitation procedures of cleaning personnel as well as service personnel.
* Supervise training of new employees. Sometime may participate in training program.
* Responsible for the organization of dry and cold storage, pastry storeroom.
* Supervision and execution of the end of month inventory as well as daily inventory.

SKILLS

* Good computer skills, Microsoft word and Excel.
* Proper handling of disconcerted customers.
* Fine product promotional skills.
* Crisis Management.
* Advanced Opera and Micros.
* XML b2b and b2c systems training and knowledge.

LANGUAGES

* English. Writing (Very good), Reading (Very good), Speech (Very good).
* French. Writing (Very good), Reading(Very good), Speech(Faire)
* Arabic: Mother Language.

REFERENCES

 Available upon request.