

Natasha Arabian

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DOB: 28 November 1993

Mailing Address: Rabweh, Lebanon

Citizenship: Lebanese

Personal Summary

I am a customer focused individual who possesses a friendly approach along with strong time management and communication skills, having the ability to work under pressure with a positive attitude. Passionate about Hospitality and willing to improve myself and gain experience in this field by joining a rapidly growing dynamic company that has plans for ambitious growth.

Work & Training

- July-October 2015

Front Office Agent

Opening Team

Grand Hills Hotel & Spa The Luxury Collection by Starwood

Duties:

- Registering guests, assigning rooms and accommodating special requests
- Assisting in preregistration and blockings of rooms
- Using suggestive selling techniques for rooms and services
- Tracking room status and coordinating with housekeeping
- Taking reservations and knowing cancellation procedures
- Checking guests in and out on Opera System, filing room keys
- Performing cashier related functions (postings, paid outs and currency exchange)
- Following procedures for issuing and closing safe deposit box
- Using proper mailing, packaging. Attending department meeting

References available upon request

- April-August 2014**

Internship in Banquet Sales/ Food & Beverage

Banquet Administration Agent at
Towers Rotana, Dubai, U.A.E

Duties

 - Developing new accounts in Corporate Sector for Banquets & Events
 - Be a one point of contact & a consultant to guest from the first call till the day of the event
 - Contracting bookings and raising invoices
 - Responding to and coordinating all internal meeting requests
 - Blocking Events and changing status on Opera system
 - Preparing BEOs, Offer letters and Contracts.
- July 2012-End of 2013**

Beauty Specialist

“Home Skin” Beauty Care Center, Beirut , Lebanon

Education

- 2013 - 2016**

Bachelor of Science in Hospitality Management

Certified by Ecole Hôtelière de Lausanne(graduation date on the 21st of July)

Sagesse University, Achrafieh, Lebanon
- 2013**

Certificate of Beauty Specialist and ITEC Level 2

VIBA (Valmy International Beauty Academy)

Jal El Dib, Lebanon
- 2011**

Lebanese Baccalaureate in Economics and Sociology

Sainte Rita High School, Dbayeh, Lebanon

References available upon request

Additional Information

Languages

- English: Fluent
- French: Fluent
- Arabic: Fluent
- Spanish: Basics

Personal Skills

- Self-motivated
- Target driven
- Communication skills
- Customer focused
- Initiative

IT Skills

- Proficient with Micros
- Proficient with Opera
- Proficient with Office Tools (Excel, Word, PowerPoint, Access)

Extra-Curricular Activities

- Hiking
- Swimming
- Skiing

References available upon request