**Glad Tchamitchian**

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**PROFILE**

I am 23 a courteous and ambitious candidate, highly efficient and have excellent organizational skills, passionate for providing the highest standards of hospitality and service to guests.

Keen to find a suitable position in Hospitality and Tourism field to continue increasing my work experience and developing my skills.

**EDUCATION**

Bachelor of Business Administration; **2013-2016**

Holy Spirit University of Kaslik (USEK), Lebanon

Concentration in International Hotel and Tourism Management partnership with **Le Cordon Bleu**, GPA: 3.2

**EXPERIENCE**

**Intern, Front Office Department;**

**Metropol**; Apovian, Armenia **June - September 2015**

* Greeted all guest in timely manner, following hotel protocols and ensuring issues were resolved.
* Gained professional manner on hospitality and guest service.
* Answered telephone inquiries promptly and professionally and transferred calls.

**Intern, Food and Beverage Department;**

**Le Gray;** Down Town, Lebanon **January – April 2015**

* Improved customer service and streamlined reservation procedures.
* Assured customer satisfaction and reviewed complaints.
* Understand menu content and keeping up to date with any menu changes.

**Intern, Hospitality Services; April 2015 and 2016**

**Horeca;** Biel, Lebanon

* Developed communication skills by dealing effectively with international chefs and judges.
* Prepared tasks and handled a team of five people.
* Received deeper knowledge about event planning and organizing.

**LANGUAGES**

* Fluent in English, Arabic, Armenian and Turkish

**SKILLS**

* Microsoft Applications: Word, Excel and Power Point

**CERTIFICATES and WORKSOP**

* Participated in Beirut Cooking Festival 2015 and 2016
* Attended the Brazilian Cuisine Workshop at (USEK)

**PERSONAL INTERESTS**

Music, singing, reading and cooking