

ELIA EL KHOURY

Work experience

Nov2015 - Dec2016 / Emirates airlines / training college

trainer supervisor

Responsibilities

- Responsible for conducting all aspects of Cabin Crew Training within Emirates and ensure it is aligned with the company goals and objectives.
- Ensure effective, design and delivery of training courses to the company employees.
- Carrying out both practical and classroom sessions.
- Responsible for the instructional design of training courses, including their delivery, development, regulatory compliance, standards, remedial, devices and training material and delivering feedback on the effectiveness of the course material to the Cabin Crew Training Manager.
- Highlighting and developing opportunities to achieve efficient and effective training methods whilst continuously striving towards higher standards.
- Keeping up-to-date with current operational practices and maintaining excellent customer service skills at all times.
- Support and promote a culture of Safety, Costumes focus and Etiquette within the Cabin Crew Training Department.

Dec 2013 - Dec 2016 / EMIRATES airline / Cabin crew

business class team leader

Responsibilities

- Lead, manage and coach a team of Cabin Crew to ensure consistent delivery of world-class customer service End to end management of direct report colleagues whilst on the ground,including cabin crew performance
- Deliver excellent customer service in the air through supporting and motivating my team.
- Ensure and anticipate the needs of our passengers using my cultural and language expertise.
- Effectively lead the team and instil passion for the products they work with and the service they provide.
- Complete Inflight Assessments on Cabin crew
- Deliver motivational and developmental feedback & follow up
- Responsible for the ensuring all safety and procedures are met
- Achievement of Company and Fleet targets and objectives.

Dec 2010 - Dec 2013 / MIDDLE EAST AIRLINES / In-flight services

Cabin crew

Responsibilities

- Promoting the sale of duty-free products.
- Serving meals and drinks to the passengers throughout the flight.
- Dealing with difficult passengers & situations politely but firmly.
- Ensured the safety of passengers during the flight



BASIC DATA

- St Zakhia street/ FAMILIA2000 bldg, 4307, Aamchit
- 0096171743618
- lallous120@hotmail.com
- 9/26/1988
- Single



LANGUAGE PROFICIENCY

Arabic ★★★★★
native speaker

English ★★★★★
expert, interpreting

French ★★★★★
expert, interpreting

Spanish ★
beginner



DRIVER'S LICENSE

Groups

A

Operator and tracking

Responsibilities

- Customer service representative with demonstrated strengths in customer service and problem solving.
- Full knowledge of TOUCH services to assure quick and efficient response to customers inquiries and problems
- Handling , monitoring, reviewing and following up on customers records and services.

Other professional experiences, references

- Communicates in a confident and credible way
- Inspires and engages teams by creating and communicating a compelling vision
- Takes leadership and provides team with clear accountabilities
- Takes ownership for delivery people management and development
- Self-awareness
- Maintains focus and momentum to optimise performance
- Recognises, celebrates and rewards high performance -and is able to manage poor performance
- Encourages continuous improvement and innovation.
- Experience of working with people from different cultures & backgrounds
- References : available upon request

Education

2004 - 2007

High school diploma

LYCEE , Aamchit - sayde street

2007 - 2010

Business management

Lebanese Canadian university , Ayntoura

Certificates and Courses

MODEL UNITED NATIONS : best position paper award worldwide

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Emirates airline

Certificate of achievement : safety and emergency procedures training
Certificate of achievement : business class team leader (rated 4.2/5)
Certificate of achievement : trainer supervisor

Emirates airline

NAJEM award : best customer service culture and problem solving award.