

# ELISABETH GIANNAKOULI

Byblos-Jbeil, Lebanon

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Married, born in April 18<sup>th</sup>, 1978

Nationality: Greek and Lebanese

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**Objective** Through a combination of polyvalent skills in hotel management within a 17 year experience I am intending to find a job with serious objective in order to reach my goal of quality hospitality in tourism.

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## Education

**2008** **I.E.K University** – Heraklion - Crete, Greece  
BA in Hotel Management

**1995 - 1998** **High School P. E. E. Athens, Greece**  
Baccalaureat in Litterature

**1995 - 1996** **High School E.N.R.E.A Paris, France**  
Secondary Education

**1991 - 1995** **Soeurs des Saint-Coeurs Beit Chabeb School** – Beirut, Lebanon  
Primary – college education

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## Professional Experience

*21/06/2011 till 3/11/2016: Reservation Supervisor in Edde Sands Hotel & Wellness Resort, Byblos, Jbeil*

**2001 -2010** **GROUP MARMARA HOTELS – CRETE, GREECE**

*-Front office shift leader: (Answer telephone, take and relay messages, provide information to callers, greet guests, direct guests to correct destinations, general administrative and clerical support, prepare letters and documents, receive and sort mail and deliveries, tidy and maintain the reception area and train the receptionists)*

**ATHINA PALACE RESORT HOTEL 5\* // 355 rooms**

**- Reservation Manager: BLUE BAY BEACH RESORT HOTEL 4\* //180 rooms**

**- Front office Manager: AKTI ZEUS HOTEL 4\* // 385 rooms**

*- Front Office Manager (Responsible for all operations of the front desk and guest services, including the concierge, transport and luggage services Also responsible for the management of the front office personnel such as staff training and shift scheduling) :*

**TYLISSOS BEACH HOTEL 4\* // 70 rooms**

**-Front office manager: BLUE SKY AND SEA RESORT HOTEL 4\* // 150 rooms**

**1999- 2001** *-Executive Secretary to CEO: LIBYAN PETROL ENTERPRISES CO. Athens, Greece.*

**1996- 1999 - Customer Service: (Deal directly with customers, respond promptly to customer inquiries, handle and solve customer complaints, perform customer verifications, manage administration, manage customer's accounts, follow up on customer interactions) Resort Marketing International (R.M.I.) –ATHENS, Greece.**

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**Languages** Greek, Arabic, English, French, German (beginner), Spanish (beginner), Armenian.

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**Computer Skills** Word, Excel, Internet, HMS (Hotel Management System), basic knowledge of Fidelio, Filos, Topsy (French), Aspendos (French), Ermes.

**Seminars** : Attended the “Mental Candy Coaching Program “ and the “Ping pong Customer Care Coaching Program” with the Coach and founder of “WYDNER COACHES” (November 9<sup>th</sup> 2015).

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**Personal Skills** Self-esteem.  
Excellent organization skills  
Stress tolerance.  
Able to motivate and direct others.  
Initiative.  
Customer services orientated.  
Attention to detail.  
Adaptability.  
Listening skills.  
Verbal and written communication skill.  
Able to decide what steps are needed to achieve particular goals.  
Able to speak and understand other languages.  
Continue to learn throughout life.  
Develop the competencies needed for current and future roles.

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**Special Courses** Speed courses in HOTEL MANAGEMENT. Computer courses in AMERICAN LANGUAGE CENTER Dbayeh, LEBANON

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**References** Upon request.

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