**Christina Bou Said**

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Date of birth: 22/05/1995

**Personal profile:**

I am a dynamic and active person with good communication skills that makes me able to work in team effectively and interact with different cultures and personalities. I can handle responsibility. I welcome the challenges and always ready to learn but keep on learning.

**Education**

2014 -2017- **Sagesse Faculty of hospitality Management:**

Bachelors of Science degree in Hospitality Management at Sagesse University, Beirut, Lebanon with the academic certification of Ecole Hoteliere de Lausanne.

2013 - 2014 Lebanese Baccalaureate Certificate, part II, economy and sociology

**Professional Experience**

**April 2016– until now in Kempinski Summerland Hotel & Resort, Front Office:**

* Part of the **Preopening front office team**
* **Preopening Tasks**
* Prepared paper work related to:

**Guest Relations** (Rooming, Hotel Orientation Script, GHA Membership, Discovery local experiences). **Preopening documents** (SOP’s, E-Bites trainings, Task lists, Presentations, Concierge data base, Product Knowledge, Telephone Etiquette)

* Attended preopening trainings:

Front office (OPERA), Reservations (Call & OPERA), Housekeeping, LQA Standards, Discovery Loyalty Program, Kempinski Orientation, Samfex Training, Know Service (Tritone) Training, E-Bites Training, Micros, Telephone Etiquette, Avaya Training.

* Helped guests with **Concierge requests** (restaurants bookings, airlines, events)
* Covered **Guest Relation Agent** (Lady in Red) when in need:

Greeting Guests

Courtesy Calls

Prepared Guest Comments

Prepared Flash Report

Prepared Amenities and Letters for VIP & special occasions

Show Rooms

* Received online and written guest reviews (Letter & Trip Advisor: <https://www.tripadvisor.com/ShowUserReviews-g294005-d482391-r436508756-Kempinski_Summerland_Hotel_and_Resort-Beirut.html#CHECK_RATES_CONT> )

**May – Oct. 2015 Borgo San Felice, Relais Chateaux in Italy (Toscany), F& B Trainee:**

* Waitress, Chef de rang, Room Service
* Bartender in events

**Oct – May. 2014 Sagesse Faculty of Hospitality Management, University Practice:**

* 4 months in the kitchen: Basic preparation and food knowledge…
* 4 months in the F&B Service: Wine service, cocktails knowledge, Different styles of service (English, Russian)

**Nov – April. 2014 Kristies, Promotion sector (part-time job):**

* Promotion for different products

**Interests**

* Reading: It is that special moment when you swim in the ocean of knowledge and relaxing time.
* Cooking: It’s the best tool after a long day to communicate with ingredients and end up with a delicious master piece.
* Cinema especially Cartoons: It’s the place where you let your imagination drive you.

**Languages**

* Fluently speak, read and write Arabic, English, French.
* Good in Italian.

**Computer Skills**

* Microsoft office (Word, Excel, Powerpoint)
* Mailing and Internet Browsing
* Micros
* OPERA