

## **Tony E. Sleiman**

---

### **Objective**

I am seeking to succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities.

### **Professional Experience**

- **Night Auditor : Maximus Hotel Lebanon “5 Stars”**  
**01 August 2017 - Present**
  - Posts room charges and taxes to guest accounts.
  - Processes guest charges voucher and credit card vouchers.
  - Post charges to the guest accounts that have not been posted or were incurred on the night audit shift.
  - Transfer charges and deposits to master accounts.
  - Checks to see that all charges are assigned to the appropriate departments.
  - To verify that all transactions performed at the front desk are supported by documentary evidence and signatures as necessary and that they have been correctly posted and allocated in to PMS system.
  - To verify that all charges posted from the POS Software, SPA software had reached the correct guest folios and also not missing.
  - Prints up and files reservations for the next business day.
  - Verifies all account postings and balances.
  - Verifies that room rates are correct and posts those rates to guest accounts.
- **Car Rental Agent : Adonis Rent a Car**  
**10 February 2018 – 10 April 2018**
  - Greet clients as they arrive at the office and inquire into their purpose of visit
  - Respond to clients' questions and concerns regarding available vehicles for rent
  - Show clients available vehicles and provide them with insight into the pros and cons of each
  - Accompany clients in test drives and provide further insight into the features and benefits of renting the chosen vehicle
  - Assist clients in deciding which vehicle to rent based on budget limitations and personal preferences
  - Obtain client information such as name and contact says by assisting them in filling out forms
  - Ascertain that all supporting information and documents are available at the time of client registration
  - Provide clients with heads up about rental rules and regulations, including vehicle care and on-time returns policies
  - Follow up on clients to determine if they have received good service and provide them with information on new vehicles added to the rental fleet
  - Check returned vehicles to ensure that no damage has been done to either the exterior or interior of it
  - Create and maintain reports of rental, issuance and return of each vehicle, placing special focus on obvious wear and tear and repair and maintenance requirements

- **Housekeeping Supervisor: Hotel Canari De Byblos “3 Stars”**  
**01 January 2016 – 25 May 2017**
  - Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.
  - Coordinates work activities among departments.
  - Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.
  - Inventories stock to ensure adequate supplies.
  - Prepares reports concerning room occupancy, payroll, and department expenses.
  - Advises manager, desk clerk, or admitting personnel of rooms ready for occupancy.
  
- **Night Auditor And Manager On Duty: Hotel Canari De Byblos “3 Stars”**  
**01 August 2014 – 31 December 2015**
  - Greet guests upon arrival, check them in and provide them with any information they need to enjoy their stay.
  - Audit and balance reports from the day shifts.
  - Schedule guest wake-up calls and reservations for the following day.
  - Verify that all EOD work has been performed by other departments.
  - Respond to guest inquiries, concerns and complaints as needed.
  - Answer phones and place reservations.
  - Run EOD computer functions so they are complete by the end of the shift.
  - Prepare guest bills for next-day checkouts and process reservation cards.
  - Balance cash drawers and record receipts.
  - Facilitate the deposit of guests’ valuables in hotel safe.
  
- **Front Office Agent: Hotel Canari De Byblos “3 Stars”**  
**24 February 2014 – 31 July 2014**
  - Greet and welcome guests
  - Answer questions and address complaints
  - Answer all incoming calls and redirect them or keep messages
  - Receive letters, packages etc. and distribute them
  - Prepare outgoing mail by drafting correspondence, securing parcels etc.
  - Check, sort and forward emails
  - Monitor office supplies and place orders when necessary
  - Keep updated records and files
  
- **Life Department: Adir Insurance**  
**20 September 2015 - 31 November 2015**
  - Ensuring timely document delivery and tracking.
  - Provide document control services to departments.
  - Ensuring all documents are easily accessible at all times - both hard and electronic copies.
  - Archive all data, including hard and electronic copies as required.
  - Monitor and continuously improve the effectiveness of data management procedures. and processes according to objectives.

- **Supervisor: Beit El Karmid Restaurant**

**01 November 2013 - 30 December 2013**

- To supervise and assist the restaurant staff on a daily basis.
- To assist with processing the daily cash sheets in conjunction with other supervisors and managers.
- To be duty manager on rotation basis (role shared with other supervisors and senior managers).
- Working with other supervisors to coordinate all aspects of stock deliveries and keep accurate and up to date records.
- To meet and greet all customers where possible.

- **Waiter: Beit El Karmid Restaurant**

**1 June 2013 - 1 September 2013**

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Collect payments from customers.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required.
- Clean tables or counters after patrons have finished dining.

- **Assistant: Pharmacy Tania Amm**

**23 December 2012 - 1 April 2013**

- Establish and maintain patient profiles
- Prepare insurance claim forms
- Stock and take inventory of prescription and over-the-counter medications
- Manage the cash register

## **Education**

- **2017- Present:** Ticketing and Tourism 'CST' - **Centre International Des Sciences Techniques**
- **2017 :** AutoCAD 2D, 3D 'CST' - **Centre International Des Sciences Techniques**
- **2015- 2017:** Interior Design 'BT3' - **Centre International Des Sciences Techniques**
- **2013-2015:** Architecture 'BT2' - **Edde Technical School**

## **Key Skills**

- Hard working and Independent
- Ability to work with minimum supervision
- Flexibility
- Cultural sensitivity
- High enthusiasm and motivation
- Strong influencing and negotiating skills
- Knowledge of social diversity issues
- Ability to deal with sensitive issues confidentially
- Ability to organize manage time effectively
- IT (**Microsoft Excel, Word, Outlook**)
- Galileo (**Computer Reservation System**)
- PROG (**Car Rental Agency Information System**)
- PMS (**Hospitality Management System**)
- Clean driving license

## **Language**

- English, French, Arabic (Native)