**Dany Mattar**

25 Ordnance - Liberty Street

Toronto, Ontario

**Mobile: (647) 897-2259 ▪ Email: dany.j.matar@gmail.com**

**Guest Service Agent**

**HIGHLIGHTS OF QUALIFICATIONS**

* Trilingual proficiency in English, French, and Arabic, enabling effective communication with guests in diverse linguistic environments.
* Over five years of valuable experience in guest service, hotel operations, and event planning, with a track record of excellence.
* Proven ability to thrive in dynamic, high-pressure environments while remaining flexible and adaptable to changing situations.
* Demonstrated dedication to continuous improvement and a strong commitment to providing high-quality support and service.
* Exceptional problem-solving skills, specializing in innovative and efficient solutions for resolving guest challenges
* Airbnb Super Host with over 150 reviews.

**EMPLOYMENT HISTORY**

**Guest Service Agent**  Jan 2020- Sep 2023

Zur Studios and Suites, Lebanon

* Provided friendly and professional guest greeting, check-in, and check out services.
* Efficiently managed email and phone inquiries, upsold available rooms, and ensured efficient balancing and processing of receipts following accounting standards.
* Successfully completed guest registrations using PMS, ensuring accurate details confirmation.
* Received an average of 4.7 out of 5 in guest satisfaction ratings for the handling of guest requests and issue resolution.
* Conducted an average of five guest room tours per day while introducing guests to the hotel’s facilities and amenities.
* Maintained records of sufficient supplies, operational equipment, and essential Front Desk amenities, ensuring adherence to a detailed checklist.
* Achieved a 95% compliance rate with company and brand service standards during routine audits, enhancing department performance through innovative ideas and procedures.

**Front Desk Concierge** Nov 2016- Jan 2020 The Smallville Hotel, Lebanon

* Warmly greeted and assisted guests, addressing their questions, needs and requests with a confident approach.
* Coordinated daily restaurant reservations, local tours, travel, and provided recommendations to meet clients' needs.
* Responded effectively and calmly to incidents such as emergency situations, fire alarms, and evacuations, ensuring the safety and well-being of guests.

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* Reduced guest complaints by 20% through the resolution of guest complaints, addressing booking conflicts, and reporting issues to the Guest Services Manager when necessary.
* Completed administrative tasks, including room occupancy reports, guest statements, and data entry, with a 90% accuracy rate.
* Handled guest messages, efficiently forwarded important communications, and managed mail and packages, ensuring seamless and personalized service.
* Provided support at the reception desk, including handling specific assignments when required.

**Event Specialist**  June 2012 - Nov 2016

ICE International Events, Lebanon

* Planned and executed a wide range of corporate events, including Mentor Arabia, Forbes Middle East events, and the Cedar Mountain Foundation dorms opening, while maintaining a creative and innovative approach to meet and exceed client expectations.
* Collaborated extensively with team members, Events Manager, and clients to confirm meeting details, manage participant numbers, book meeting rooms, and prepare presentation materials.
* Thoroughly showcased the diverse range of special services offered by the company to clients during event planning.
* Collaborated with clients to identify their unique needs and preferences, customizing event plans to deliver exceptional events, galas, and product launches.
* Managed the entire lifecycle of an event, involving budget oversight, catering services, venue coordination, audio visual arrangements, and client relationship management for small, medium, and large-scale events across the MENA region.
* Resolved issues during events, ensuring their seamless flow.
* Effectively managed the conclusion of events by overseeing the settlement of accounts, handling payments, and executing financial transactions to ensure an organized financial wrap-up.

**SKILLS**

Customer-Service | Microsoft Office | Customer Engagement | Communication Skills | Customer Experience | Event Management | Work independently | Resolve guest complaints | Hospitality Skills | Self-Motivated | Customer service | Multi-Tasking | Visual Acuity

**EDUCATION & PROFESSIONAL DEVELOPMENT**

* **Master of Hospitality Management**  2023

Sagesse University (Academically certified by Lausanne Hotel School - Switzerland)

* **Bachelor of Science - Management**  2011

Lebanese American University, Beirut, Lebanon

* **Google Data Analytics Certificate** | Coursera 2023