

Fatma Weber

Swiss | Female | 23 years old

Target MSc: Hospitality Management / Customer

PROFESSIONAL EXPERIENCE

Guest Relations Intern - Four Seasons Hotel George V, Paris January 2024 - June 2024

Assisted the Front Office Manager in coordinating the arrival experience for VIP and UHNW (Ultra-High-Net-Worth) clients.

Managed personalized guest requests, ensuring a 98% satisfaction rate according to internal quality audits.

Collaborated with the marketing team to enhance the "loyalty recognition" program for frequent travelers.

Food & Beverage Intern - The Ritz-Carlton, Tokyo June 2022 - December 2022

Rotated through fine dining and banquet operations, learning the Japanese philosophy of Omotenashi (selfless hospitality).

Assisted in inventory management and cost control for the beverage department, reducing waste by 10%. Supervised a team of 5 junior staff during high-capacity gala events.

EXPERIENCE

EDUCATION BSc in International Hospitality Management Ecole Hôtelière de Lausanne (EHL) 2020 - 2024

Rated as the world's top hospitality management program.

Specialized in Luxury Brand Management and Service Excellence.

Academic Project: Designed a digital transformation strategy for a heritage hotel in Montreux.

SKILLS

Intercultural communication, Crisis management, Emotional intelligence.

LANGUAGES

German (Native), French (Fluent), English (Fluent), Japanese (Beginner).

PERSONAL INTERESTS Gastronomy, Skiing (Qualified instructor), Architecture.