



Layal Khalaf

Experienced hostess with a proven ability to manage seating arrangements and provide exceptional customer service, seeking a challenging role in a dynamic restaurant setting. Moreover, Highly motivated and results-driven sales professional with a proven track record of exceeding sales targets.

Address:
Tripoli, Lebanon.
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LEBANESE UNIVERSITY:
Bachelor's degree in sociology.
TRIPOLI INSTITUTE:
BT3 certificate in Health Control.

LANGUAGES

Arabic: Native.
English: Intermediate.
French: Intermediate.

Microsoft (office, word, excel.)

Customer service

Work under pressure

Sama Terbol Restaurant (Lebanon) - Hostess

- Courteously answer phone calls, welcome and seat guests, and present menus
- Prepare seat arrangements and organize reservations to ensure guest satisfaction

Rawand Restaurant (Tripoli, Lebanon) - Hostess

{Jul 2023 - Aug 2024}

- Greeting and Seating Guests: This includes warmly welcoming guests as they arrive, managing the waitlist, and escorting them to their tables.
- Managing Reservations: Handling reservations via phone, online platforms, or in-person.
- Maintaining Front-of-House: Ensuring the dining area and waiting area are clean, organized, and inviting.
- Answering Phones and Inquiries: Providing information about the restaurant, taking messages, and answering questions about the menu or

service

FLO Stores (Tripoli, Lebanon) - Salesperson

[Jan 2023 – June 2023]

- Answering client questions: Retail sales associates provide basic customer service by answering questions about different items, pricing plans and policies.
- Active listening skills allow you to identify areas of need in your client, helping you to capitalize on these opportunities.

IMD GROUP (TRIPOLI, LEBANON) - DATA ENTRY

[Feb 2022 – Aug 2022]

- Inputs employee and client data into spreadsheets.
- •Organizes data based on specific metrics.
- •Reviews databases and spreadsheets to fix data errors.
- •Collects profile information such as names, email addresses, and phone numbers.

BOSSINI STORES (TRIPOLI, LEBANON) - SALESPERSON [JAN 2018 – DEC 2018]

- •Treat customers with respect and courtesy.
- •Establish trust relationships with customers; Attend and participate in sales meetings; Assist with physical inventory counts