

**Stephanie Aya Hyjazi**

**[reina\\_stephanie@hotmail.com](mailto:reina_stephanie@hotmail.com)**

**NATIONALITY: American**

**DOB: August 17, 1992**

**Currently in Manama, Bahrain and can be reached on +97339475064**

---

### ***CAREER OBJECTIVE***

- Seeking a stable full-time position that will capitalize on my Hotel management/Supervisor, Logistics and procurement Skills.
- Over 5 years of successful Experience in Hotel management, procurement, and logistics, highly accomplished at maintaining excellent relationships with customers, co-workers, managements and employees.
- Continuous pursuant to outperform the competition in all fields.

### ***CAREER HISTORY – 1***

#### ***FREETOWN SIERRA LEONE***

#### ***THE BIG BAMBOO INN GUESTHOUSE AND RESTAURANT SEPTEMBER 2015- JUNE 2019***

#### ***POSITION – GENERAL MANAGER AND CO – CEO***

- Manage and oversee the entire restaurant and hotel operations. Recruiting, training and supervising staff. Managing budgets, maintaining statistical and financial records. Planning maintenance work, events, logistics, room and restaurant bookings. Handling customer complaints and queries. Promoting and marketing the business on different platforms. Ensuring compliance with health and safety legislation and licensing laws. Plan new and update existing restaurant menus, estimate consumption, forecast requirements and maintain inventory. Control costs and minimize waste.

### ***CAREER HISTORY – 2***

#### ***THE PEARL HOTEL AND RESIDENCE DECEMBER 2018 – DECEMBER 2019 – 23 APARTMENT HOTEL AND RESIDENCE***

## ***POSITION – GENERAL MANAGER***

- Supervise all departments: laundry room, accounting, housekeeping, maintenance, kitchen and front desk operations such as guest check ins, room inventory and incoming phone calls and bookings.
- Delegate staff as necessary, train new employees and provide them with necessary work description, including hotel protocols, guest registration and other duties.
- Creating employee work schedules and disbursing salaries and employee service benefits.
- Interact with hotel guests and address all customer complaints.
- Inspect all rooms thoroughly for cleanliness and ensure all protocols are followed.
- Monitor all hotel departments including accounting and report progress to higher management.
- Train employees on hotel management computer software.

<b>CAREER HISTORY – 3</b>
---------------------------

### **FREETOWN SIERRA LEONE**

**THE LION INN HOTEL AUGUST 2012- AUGUST 2015 - 14 BEDROOM HOTEL**

#### **POSITION – ASSISTANT MANAGER**

- Maintaining Hotels inventory and place in purchase requests for items as needed, assisting the general manager with management tasks including distributing salaries and benefits to all employees.
- Prepare duty rosters and Supervise work activities of cleaning personnel, ensuring cleanliness of all rooms, assign duties, inspect work and investigate all customers and tenants' complaints regarding housekeeping and ensure that corrective action is taken.

- Interacting with hotel guests and ensuring all individuals receive a high-quality experience.
- Provide timely and accurate accounting reports from various departments on a weekly basis for management.
- Ensure an up to date and accurate record of financial data also on a monthly basis.

## CAREER HISTORY – 4

### FREETOWN SIERRA LEONE

### TRILLIUM DEVELOPMENT AND ADVERTISING

### POSITION – SALES AND MARKETING OFFICER JULY 2011-JULY 2012

- Engaged in superior customer service by making information readily available, persist in sales even in the face of failure. Scheduled appointments and meetings as necessary to give product knowledge and answer questions from clients.
- Researched client base to find new types of customers and sell to them accordingly.
- Analyze the competition to create a plan for engagement and demonstrate superior time management skills and meets sales deadlines.

## EDUCATION

- ***LEBANESE INTERNATIONAL SCHOOL, FREETOWN, SIERRA LEONE 2007-2009***
- ***AMERICAN INTERNATIONAL SCHOOL, FREETOWN, SIERRA LEONE 1996-2006***
- ***Computer skills including Microsoft Word, Excel, Access Power Point and other Managerial Software's/Platforms***

## ***KNOWLEDGE OF LANGUAGES***

- ***English Fluent***
- ***Arabic Fluent***
- ***French – LEVEL 1***