

LULWA MARHOON

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OBJECTIVE | My interest in Revenue Management started when I began working as a Complex Reservations Agent in The Westin and Le Méridien City Centre Bahrain. When the Director of Revenue Management had taken maternity leave. The opportunity to learn and participate in the Daily Revenue Management task opened and was given to me. My love for numbers thrived in this environment and I look forward to the opportunity to build my Revenue Management career.

As a reservations agent I have learnt the importance of working in a team and have good communication skills.

SKILLS & ABILITIES |

- Sales and Group Co-ordination assistance provided during pre-opening
- OneYeild - Training in Process
- Certified in using HPP platform
- Intermediate knowledge of MARSHA - keen on learning more
- Graduated Hospitality and Retail Management - Diploma
- Energetic, Optimistic, Punctual, Team Worker
- End of Month Revenue reports (BRM)
- Daily Revenue assistance (Rate Check report, No Show Report, Actuals, Upload)
- RMA1 Training – Shadowing – No Certificate
- Basic Understanding of ROS and Valhalla
- Assisted in Loading and Extending Corporate Rate Codes
- Well versed in Opera systems
- Well Spoken: Can speak English and Afrikaans. Basic understanding of Arabic and Hindi

EXPERIENCE | **RESERVATIONS AGENT W DUBAI - THE PALM**
NOVEMBER 2018 - DECEMBER 2019

Part of the pre-opening team, within the first 80 talent hired. Assisted in the set up of the hotel as the hotel had opened on February 1st 2019. We had started the systems on MARSHA and shall be using the EMPOWER Reservations Platform by the end of September. I have trained via the Digital Learning Platform and have started using EMPOWER Reservations Application to make reservations. Have knowledge on Balancing for MARSHA and Opera Systems. Trained and certified on HPP and have made new Rates from start to publishing, configured the rates on Opera Systems and loaded it on OXI. I have also learnt the basics of OXI and SNOW (Service Now). Written and implemented HIDs (How It's Done) and have implemented end of month reports for tracking. Have participated in taste testing of the restaurants and snagging of the hotel rooms to get a better understanding of the service provided to the guests and provided constructive feedback. Have received positive feedback via Brilliant and 100% on first BSA Audit for the hotel. Handled Group Reservations during Pre-opening for the first 3 months of operation for groups as large as 300+ Reservations for one group per night. Trained new staff on all systems, some of these persons have never used Marriott Systems at all.

COMPLEX RESERVATIONS AGENT THE WESTIN AND LE MERIDIEN CITY CENTRE BAHRAIN
JULY 2016 – NOVEMBER 2018

Reservations Agent for both hotels, handling emails, phone calls and Whatsapp reservations requests. As well as assisting/training with Revenue Management tasks when the Director of Revenue went on Maternity Leave

INTERNSHIP 1 ART ROTANA

SEPTEMBER 2015 – APRIL 2016

Completed Internship 1 – Front Office (back and front of house), Reservations, Food & Beverage

PROMOTIONAL REPRESENTATIVE BAHRAIN INSTITUTE OF HOSPITALITY AND RETAIL

2015

Represented the school at the Edutex event held in Bahrain Exhibition Centre

EVENT MARKETING AND FINANCE HEAD BAHRAIN INSTITUTE OF HOSPITALITY AND RETAIL

2015

In charge of both the Marketing and Finance Department for an event held within BIHR

EVENTS Co-ORDINATOR SACRED HEART SCHOOL (STUDENTS)

2013

Helped co-ordinate events such as a masquerade ball and graduation parties

USHER REGIONAL BALLET THEATER

2007

The regional ballet association held a 3-day show to which my duty was to make sure the viewers reached the correct seat and give direction to those who required it.

EDUCATION**BIHR, BAHRAIN**

DIPLOMA – 2014-2017

A study of Hospitality and Retail – Graduated one of the top of the graduating batch

SACRED HEART, BAHRAIN

HIGH SCHOOL DEGREE – 2009-2013

High school. MC'ed an auspicious event

GLENWOOD HOUSE, WESTERN CAPE SOUTH AFRICA

HIGH SCHOOL DEGREE – 2004-2009

Middle school and high school. Entrepreneur of the year 2008 with the most successful stall at the event. A multi-cultured private school that furthered my learning and social building skills.

ST. CHRISTOPHERS, BAHRAIN

KINDERGARTEN AND JUNIOR SCHOOL – 1999-2004

Kindergarten to Junior School. Allowed me the opportunity to grow in a multi-cultural environment and develop my social understanding and provided me the building blocks to form friendship from all walks of life

PERSONAL

I was born in Bahrain, and for 6 year I lived in South Africa. My mother was born and raised in Mumbai, India and is a cultural mix of both Indian and Chinese, and my father is a Bahraini. I enjoy writing short stories, drawing and working in groups. I enjoy socializing with my peers as well as my family, which is a very important aspect of my life.