



# Oussama Labidi

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## PROFESSIONAL SUMMARY

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Accomplished, personable professional with 3 years of combined hospitality experience. Strong command of front office procedures, service flow, PMS/POS operation, rapport building, and complaint resolution. Multilingual communicator committed to delivering refined, memorable guest experiences and upholding luxury hospitality standards.

## WORK EXPERIENCE

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### Front Office Agent

Al Diyafa Hotel Suites • Doha, Qatar

July 2025 – Present

- Managed guest arrival and departure procedures, balancing efficiency with a personalized and hospitable approach.
- Updated guest profiles and processed reservations, modifications, and cancellations.
- Generated and verified guest invoices, processing 30,000 QAR payments monthly, while complying with financial procedures.
- Optimized room occupancy in Opera PMS, ensuring alignment with guest preferences.
- Liaised with housekeeping, maintenance, and management to coordinate guest requests.
- Maintained detailed guest records, including interactions, transactions, and feedback.

### Receptionist

Hotel Cap El Mouradi • Mahdia, Tunisia

May 2025 – July 2025

- Oversaw smooth guest transitions from check-in to check-out, handling arrivals and departures with professionalism and attention to detail.
- Operated a multi-line phone system, fielding 200+ weekly calls with polished phone etiquette.
- Coordinated key issuance and return for 250+ rooms, maintaining strict security standards.
- Documented and addressed guest complaints, cooperating with relevant departments for swift resolutions.

### Team Member

QA HMSHost - Hamad International Airport • Doha, Qatar

May 2023 – Feb 2025

- Collaborated with 10+ teammates to serve 1,000+ passengers monthly, delivering courteous, efficient, and welcoming service throughout their visit.
- Managed \$10,000+ in monthly POS transactions and reconciled daily sales, ensuring error-free reporting.
- Followed HACCP and food safety standards, ensuring safe and compliant food handling.

## Food Service Worker

Restaurant La Terrasse • Mahdia, Tunisia

June 2021 – Sep 2022

- Welcomed 60+ guests daily, presenting menus, recommending specialties, and enhancing their experience through tailored suggestions.
- Utilized approved food recipes and production standards to secure proper quality, serving temperatures, and standard portion control.
- Received, unpacked, and stored supplies in refrigerators, freezers, cupboards, and other storage areas.

## EDUCATION

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### High School Diploma

Lycée Taher Sfar • Mahdia, Tunisia

Sep 2015 - June 2020

- Sustained a top 3 class ranking for 3 years in a row

## SKILLS

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- Detail-oriented
- Task Management
- Patience & Composure
- Cheerful & Interactive Personality
- Critical Thinking
- Active Listening
- Clear & Transparent Communication
- **Technical Proficiencies:** Windows 7 & 10 Pro, Opera PMS, Oracle Micros POS, MS Word, Excel, Outlook, and PowerPoint, Office equipment
- **Linguistic Proficiency:** Arabic (C2), English (C1), French (B1), German (A2)

## CERTIFICATIONS

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- Basic Life Support (BLS)

## AWARDS AND HONORS

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### Certificate of Appreciation

QA HMSHost LLC. • Doha, Qatar

2024