



# Sara Belouanas

Hospitality Professional

## Contact

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### Email

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### Address

Doha, Qatar

## Summary

Hospitality is more than a career—it's my passion. With over 9 years of experience in luxury hotels and airline services across Qatar and Morocco, I've built a reputation for delivering exceptional guest experiences, leading high-performing teams, and maintaining world-class service standards.

## Expertise

Excellent

Communication,

Flexibility, Multi-

tasking abilities,

Problem-solving skills,

Teamwork skills.

## Experience

Dec 2020-Current

Qatar Airways,  
Doha, Qatar

### Senior Hostess at Almaha Services

- Manage the Hostesses and make sure that they are following the high standard.
- Provide Training to Hostesses.
- Check-in and boarding
- Customer service: provide excellent customer service to passengers, answering their questions, addressing any concerns, and ensuring their overall satisfaction
- Baggage handling

Oct 2018-Nov 2020

Sheraton Grand Doha  
, Qatar

### Banquet Captain

- Establish methods to meet work schedules
- Train staff in job duties, sanitation and safety procedures
- Ensure food service and quality control
- Address customers' complaints or concerns
- Work closely with sales weeding and make sure the smooth run of weeding's operation
- Prepare and submit reports
- Supervise and check the food and beverage orders before the delivery

April-2018- Oct-2018  
Sheraton Grand Doha  
, Qatar

### F&B Reservation Agent

- Handling reservations
- Managing bookings
- Coordinating with other departments, kitchen, restaurants, pastry...
- Handling special requests
- Resolving issues
- p-sell and promote additional menu items, beverages, or special promotions to increase revenue.
- maintain accurate records of reservations, guest preferences, and other relevant information for future reference and analysis.

Jun 2016 - Apr-2018

Sheraton Grand Doha  
, Qatar

### Restaurant Hostess

- Warmly greeting and welcoming guests
- Seating guests
- Managing waitlists If the restaurant is busy
- Answering phone calls taking reservations
- Collaborate with the waitstaff and kitchen
- Managing guest concerns
- Maintaining cleanliness and organization of the Hostess Desk
- processing customer payments at the end of their meal
- work closely with the restaurant's management team

## Language

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Arabic

French

English

## Awards

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Oct 2018 | Sheraton Grand

**The Best Employee of the Month**

May 2024 | Al Maha Service

**The Best Employee of the Year**

Mar 2015 – Apr 2015  
Royal Air Maroc –  
Casablanca, Morocco

### Boarding/Checking Agent

- Checking' boarding passes and their identification before they board the aircraft
- Assisting passengers with finding their assigned seats and ensuring that they follow the proper boarding procedures
- Ensuring that passengers and their carry-on luggage adhere to all safety regulations and restrictions set by the airline
- Assisting passengers with any special needs or requests
- Communicating with the flight crew and ground staff to ensure a smooth and efficient boarding process
- Ensuring that the boarding area is clean, organized, and free from any potential hazards
- Handling any customer inquiries or concerns in a professional and friendly manner
- Collaborating with other airport personnel

## Relevant Skills

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### Computer skills

Word, Excel, Outlook, Micros, Power Point

### Professional/Social:

Excellent Communication, Flexibility, Multi-tasking abilities, Problem-solving skills, Teamwork skills.

### Languages

Arabic Mother tongue/ English  
Fluent/French Fluent

## Education

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2015-2016

CFPNC-CASA,  
Casablanca, Morocco.

**Diploma of Reception in Air and Maritime  
Transports (ATAM)**

2014

Hassan II High School,  
Casablanca Morocco

**High School Diploma**

## References

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### Said Elmansouri

Outlets Manager

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