



RASHA SHAIBANI

# GUEST RELATIONS

PASSIONATE ABOUT HOSPITALITY, WHERE EVERY DETAIL MATTERS

## CONTACT

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## EDUCATION

### ÉCOLE HÔTELIÈRE DE LAUSANNE HOSPITALITY BUSINESS SCHOOL,

- Bachelor in International Hospitality Management  
2024-2028

### UNIVERSITY OF ILLINOIS AT URBANA CHAMPAIGN

- Two years of Psychology  
Major with business minor  
2022-2024

### LYCÉE FRANÇAIS DE CHICAGO

- French Bacalaureate Degree with "Option Internationale"
- AP French Exam (5) AP SPANISH (4)  
2008-2022

## HOBBIES

- Digital/traditional art
- Travel
- Volleyball
- Gardening
- Painting

## PROFILE

Currently pursuing a preparatory year at École Hôtelière de Lausanne (EHL), I am seeking a guest relations internship from mid-February to mid-September 2025. With a multicultural background and proficiency in five languages, I am dedicated to delivering outstanding hospitality experiences. My previous roles have enhanced my skills in customer engagement and relationship building, ensuring high levels of guest satisfaction. I am eager to further develop my expertise in personalized service and conflict resolution while contributing to a dynamic, guest-focused hospitality environment.

## WORK EXPERIENCE

- Lycee Français de Chicago, Chicago, Illinois, USA**  
**Summer Camp Counselor & Assistant**  
June-July 2020 June-July 2021. June-July 2022. June-July 2023 June-July 2024
  - Provided** targeted support to children, ensuring task completion and personalized attention.
  - Maintained discipline** and a safe learning environment in alignment with school policies.
  - Facilitated communication** by translating between Arabic and English as needed.
  - Coordinated and operated** audio-visual equipment to enhance interactive learning experiences.
- Cinemanix, Warren, Ohio, USA**  
**Customer Service & Production Assistant**  
June-September 2023
  - Collected** guest preferences and confirmed itineraries.
  - Resolved** guest issues and facilitated positive experiences.
  - Ensured** accuracy in guest interactions and service operations.
  - Assisted** with scheduling, event planning, and logistics.
  - Promoted** teamwork to enhance service delivery.

## COMPETENCY

- Management** of difficult and stressful situations with professionalism.
- Adaptability** to teamwork and collaboration with multicultural teams to ensure smooth operations.
- Knowledge** of hospitality industry standards.

## SKILLS

- Languages:** English (native-C2), Arabic (native-C2), French (fluent, C2), Spanish (B2), Persian (B1)
- Technical:** Excel (advanced), PowerPoint (advanced), Procreate (advanced). FireAlpaca (Advanced)