

Receptionist and Stock Controller- Inanna Resort

A resort in El Heri Lebanon cross from Nabu Museum and Nanaya Beach

1- Receptionist:

Major: degree in Tourism and Hospitality Management, Business Administration, or any related field

Experience: 2–3 years of experience in a similar front office role in hotels or resorts

Major Responsibilities:

- Welcome guests warmly and assist with check-in and checkout procedures.
- Escort guests to their rooms upon arrival and provide a personalized tour explaining.
- Ensure rooms are fully prepared, clean, and properly equipped before guest arrival by coordinating with the housekeeping and maintenance teams.
- Handle guest inquiries and resolve complaints promptly, professionally, and with empathy.
- Assist with special requests such as dinner reservations, late checkouts, or event information at Serenata.
- Record all guest preferences and feedback for future visits.
- Operate the Omega system (training provided) to manage reservations, billing, and room assignments.
- Prepare daily occupancy and revenue reports.
- Maintain accurate guest records, files, and correspondence.
- Handle payments (cash, credit card, or transfer) according to resort policies.
- Maintain confidentiality of all guest and financial information.
- Maintain direct contact with teams at Nanaya, Kaya, Inanna, Nabu, and Serenata to coordinate guest experiences, logistics, and requests.
- Communicate daily updates on arrivals, departures, and VIP guests to the Resort Manager and department heads.
- Ensure immediate reporting of any room issues or service gaps.
- Follow up with housekeeping and maintenance to confirm rooms are ready for incoming guests.
- Uphold Inanna Resort's image of elegance, warmth, and hospitality in every guest interaction.
- Always maintain a professional appearance and welcoming attitude.
- Ensure the front office area is tidy, organized, and inviting.
- Follow all safety, emergency, and confidentiality protocols.

Additional Requirements:

- Fluent in English and Arabic (French is an advantage).
- Proficient in hotel management systems (Omega, Fidelio, Opera, or similar).
- A training session on the Omega system will be conducted to ensure full operational knowledge.
- Ongoing coaching on guest experience standards and property orientation procedures will be provided.
- Must be flexible to work shifts, weekends, and holidays.

2- Stock Controller:

Major: degree in Accounting, Business Administration, or any related field

Experience: 1-3 years of experience in inventory control, preferably within the hospitality or resort industry.

Major Responsibilities:

- Maintain accurate records of all incoming and outgoing stock (supplies, amenities, food, beverages, linen, equipment, amenities, inflatables, etc.).
- Conduct daily, weekly, and monthly stock counts across all departments.
- Ensure correct storage, labelling, and organization of inventory according to category and usage.
- Verify deliveries against purchase orders and invoices, ensuring quality, quantity, and pricing accuracy.
- Track and reconcile discrepancies between physical counts and system records.
- Maintain clear documentation for damaged, expired, or returned goods.
- Coordinate and follow up with the Nanaya, Inanna, Nabu, and Serenata teams to ensure accurate recording of all stock movements (ins and outs) in the Omega system.
- Prepare and submit daily and monthly stock movement reports to the Finance Manager.
- Support the accounting team in matching purchase orders, goods received notes (GRNs), and supplier invoices.
- Track and record cost of goods sold (COGS) or used and consumption per department (rooms, shops, bar, etc.).
- Work with the Finance Manager to analyse variances between budgeted and actual consumption.
- Assist in preparing monthly financial summaries and audit reports related to stock.
- Monitor stock valuation and support end-of-month and end-of-year financial closings.
- Implement and enforce proper stock control procedures and approval systems.
- Ensure all projects/departments comply with requisition and consumption policies.
- Secure stock rooms and supervise authorized personnel access.
- Ensure all inventory software and manual records are up to date and aligned.
- Assist in internal and external audits by providing detailed inventory documentation.
- Work closely with department heads (Kitchen, Housekeeping, Maintenance, other locations, etc...) to ensure timely supply and accurate consumption tracking.
- Communicate with suppliers to resolve delivery or invoice discrepancies.
- Coordinate with the Operations and Finance Managers for cost-control initiatives and supplier performance evaluations.

Additional Requirements:

- Solid understanding of basic accounting principles.
- Proficiency in Microsoft Excel and inventory management software is a plus (e.g., Omega or similar).
- Excellent communication skills in English and Arabic (French is a plus).
- Based full-time at Inanna Resort, with regular coordination with Kaya and Nanaya.
- Flexibility to conduct stock counts during weekends or off-hours if necessary.

How to Apply:

Kindly send your CV or contact the Career Services Center, E-mail: career.services@balamand.edu.lb, Ext. 7801; 7802