

**Joanne**

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**Currently I am in Dubai on a 3 months Visit Visa**

**VISA Expiry Date: 06th of June 2017**

***OBJECTIVE:***

To display proactive hospitality through positive personality with both guest & co-workers. To gain a challenging position in an organization where I could execute my duties brilliantly while my skills and experience will be utilized with opportunity for carrier growth.

***EXPERIENCE***

* **Receptionist trainee – *Front office – Paradise beach hotel***

Negombo Sri Lanka – August 2015 – December 2015

* **Telephone Operator – Front office – Heritance Negombo**

Negombo, Sri Lanka – January 2016 – February 2017

***Job responsibilities:***

* Answering internal & external phone calls and connecting calls to guest and hotel associates while following the brand standards
* Build & maintain a good reputation with guest and associates.
* Strong communication with sister departments, mainly with housekeeping,

reservations & bell desk.

* Attend departmental communication meetings and training sessions.
* To maintain a professional appearance.
* In case of fire alarm or false alarm act according to the hotels emergency procedures.
* Be up to date with all the hotels brand programmers & offerings.
* Promote the hotel generally when in conversation & to be aware of outlet offerings, daily functions, events, VIP & group arrivals.
* Receiving faxes & distributing them on time to the recipient.
* To ensure a smooth handover to the next shift.
* Answering Internal And External phone calls
* Handling Guest Request and complaints

***EDUCATIONAL QUALIFICATIONS***

**** **St Joseph Kanishta College, Negambo – *Grade 1 – Grade 5***

2000 – 2004

**** **Negambo South International – *Grade 6 – Grade 9***

2004 - 2010

**** **Sri Gnanodaya Isuru Divulapitiya – *Grade 9 – Grade 11***

2010 - 2012

***EXTRA CURRICULAR ACTIVITIES***

***Sports***

* Participated in the school netball team since 2007 – 2010
* Participated in athletics sports meets, high jump.

***SKILLS***

* Participated for debate competition as a team leader at Negambo south international school in October 2010
* Awarded first place in creative writing at the Divulapitiya educational division for the annual English competition in 2012.
* Awarded first place in creative writing at Minuwangoda education zone, annual English competition.
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***INTERESTS***

* Excellent personal presentation & interpersonal skills
* Passion for exceptional customer service.
* Profound ability to ensure that the highest standards of hospitality are established.
* Have a good knowledge of computer literacy.
* Innovative & proactive.
* Love to meet new people and socialize.

***PROFILE***

Date of Birth : March 31, 1994

Gender : Female

Civil Status : Single

Citizenship : Sri Lankan (Dutch Burgher)

Religion : Roman Catholic