

FAYAS

Email: [fayas.387977@2freemail.com](mailto:fayas.387977@2freemail.com)

# CAREER OBJECTIVE

Achieving a professional position which facilitates me for the successful utilization of educational knowledge, skills and experience more meaningfully in a dynamic work environment where opportunity in possible for the growth and offering service for the achievement of vision and mission of the company.

**Area of Expertise** Problem Free Solving. Business Ethic.

Principals of Hospitality.

Live Core Value.

Aggressive Hospitality. Empowerment.

# EXPERIENCE

**Cluster Guest Service Agent 08/2014-04/2017 Marriott & Ritz Carlton Hotels, Dubai. UAE** Duties and Responsibilities

* Representing the Marriott group of hotels at the Dubai

International Airport.

* To meet and assist the guests courteously and effectively.
* To provide information to any of our guests about our properties.
* To solve any guest opportunity according to their satisfaction.
* Attending to any of our guests’ requests to ensure their satisfaction.
* Making reservations for guests who wish to stay in one of our properties.
* Maintaining a high level of communication with the properties I am representing.
* Paging for our arriving guests and assisting them to their respective transportation.
* Maximizing the revenue generated to these properties by selling rooms.
* Providing a warm, sincere, and personalized service for our guests at the airport.

### Skills

Good Negotiation Communication Team Work

Disciplined Self-motivated

Time Management

Adopting to dynamic environment

**Computer Literacy** Amadeus - Global Distribution System.

Opera - Hotel operating system.

Microsoft Word,

Microsoft Excel, Microsoft Power Point

### Languages

Tamil: Native Speaker.

English: Fluent of both spoken and written.

Sinhala: Fluent.

**Guest Service Agent 05/2011-07/2014 Ahlan Services; Dubai International Airport Hotel, Dubai.UAE.**

Duties and responsibilities

* + To meet and assist the guests arriving to Dubai International
  + Airport from the gate all throughout the meeting point.
  + Escort passengers to the Ahlan private lounge and serve refreshments.
  + Providing outstanding guest service through immigration, baggage collection, and duty free shopping formalities.
  + Accurately complete food and beverage inventory and preparation in Ahlan lounge.
  + Maintaining cleanliness of the Ahlan lounge at all times.
  + Ensuring a smooth arrival experience for our guests.

### Guest Service Supervisor 08/2007-04/2011

**Dine More Restaurant; Kandy, Sri Lanka.**

Duties and Responsibilities

* + - Ensure that the restaurant delivers high-quality food, drinks, and good customer service.
    - Encourage staff to achieve targets, and coordinates staff scheduling.
    - Prepare reports and other performance analysis documentation.
    - Achieve sales targets sat by senior management.
    - Responsible for the opening and closing of the restaurant.
    - In-charge of maintenance and repairs of restaurant equipment and facilities.

**Extra-curricular Activities** Active member of Rainbow Foundation,

(non-profit organization)

A member of school prefect board Team member of school cricket team

**Personal Information**

Date of Birth: 05th Sept.1986

Marital Status: Married Gender : Male

Nationality : Sri Lankan

**KEY SKILLS AND HIGHLIGHTS**

* Have a pleasant personality with sound knowledge of aviation industry.
* Superb communication skills and professional demeanour.
* Immense exposure to fast-paced & high profile work environment through past work.
* Good customer service skills with orientation of complete customer satisfaction.
* View challenges as an opportunity rather than a problem.

## EDUCATIONAL QUALIFICATION

* + G.C.E Advance level (Commerce stream)

ST’ Mary’s college, Nawalapitiya, Sri Lanka 2002 – 2005

* + G.C.E Ordinary level

ST’ Mary’s college, Nawalapitiya, Sri Lanka 1991 - 2002

## PROFESSIONAL QUALIFICATION

* Completed Diploma in IATA / UFTAA Foundation – Montreal, Canada Examination (Louis Preston)
* Completed Amadeus Reservation & Ticketing Training at Scicom Lanka (Pvt). Ltd, Colombo
* Completed Diploma in English – Institute of English, Academic year 2008.
* Completed Diploma in computer hardware engineering with networking (Turnkey it training).