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| **Objective:** |

Looking for long association with people oriented organization where individual skills, talent, honest and hardworking are acknowledged and conductive work environment is provided.

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| **Work Experience:** |

**Current Employer:**

Company: Group

Property: Dubai, U.A.E

Designation: Receptionist (Front Office)

Period: From 26th November 2014 to Till Date

**Responsibilities:**

* Provide prompt, courteous and efficient service to all guest, so as to achieve a high level of customer satisfaction through personalized service from arrival till departure
* Ensure guests are personally greeted by name, if known and escorted to their room to make them feel expected and welcomed
* Conduct in room & hotel familiarization and assist guest in hotel activity enquiries / requests
* Maintain an up to date knowledge of hotel information and local services, including operating hours, promotions, events, attractions and any allied information to respond to guest queries
* Maintain an awareness of rate levels to be sold on a daily basis and the occupancy levels
* Accurately administer Front Desk cashiering standards and comply with all laid down systems, policies and procedures
* Process accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems
* Maintain the privacy of all guests by ensuring that no details of the guests are disclosed
* Demonstrate a complete understanding of the hotel’s policies, procedures and service standards and have full knowledge of the hotel facilities and happenings.
* **Understanding the Job, Taking Responsibility, Recognizing Differences, Customer Focus,**

**Adaptability , Team work.**

Company: Hilton Worldwide

Property: UAE

Designation: (Bell Man (Front Office)

Period: From 30th September 2012 to 27th March 2014

**Responsibilities:**

* Receive guests in a professional and friendly manner, exceeding guest expectation from arrival through to departure.
* Maintain effective communication with all related departments to ensure smooth service delivery.
* Maintain an up to date knowledge of the hotel and local services.
* Ensure that the guest luggage is carried from arrival point to room and from room to departure point on check out.
* Handle all messages, mail and packages for guests and employees, ensuring they are delivered at the appropriate time in a professional manner.
* Deliver morning newspapers to rooms
* Deliver guest messages and other deliveries immediately without delay in a professional manner
* Ensure concierge desk and store room is clean tidy and well organized

Company: Hilton Worldwide

Property: UAE

Designation: Room Attendant

Period: From 16th December 2011 to 27th August 2012

**Responsibilities:**

* Handle housekeeping requests in accordance with the procedures in the Quest

Housekeeping Manual,

* Advise guests on the operation of equipment in rooms when necessary
* Attend to lost property according to Lost property procedure
* Set up equipment and trolleys
* Turn Down Service (Check, replenish or replace room supplies and compendium materials)
* Report maintenance requirements promptly

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| **Professional Qualifications / Trainings:** |

* **Diploma in IT (IBS CAMPUS) in SRI LANKA**
* Verbal and Nonverbal communication Training in Hilton Hotel UAE
* Fire and Safety Training (UAE)
* **Karate National Champion in UAE**

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| **Educational Qualifications:**  |

* General Certificate of Ordinary Level – Year 2005

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| **Extra Curriculum Activities:**  |

* Senior prefect in college
* Member of School Foot Ball Team
* Participate of School & District Athletics Meets
* **Black Belt ( 2nd Dan ) in karate ( SHOTOKAN KARATE DO KENSHIN KAI )**
* President of the Islamic Society
* Member of school ART society

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| **Skills:** |

* Microsoft office package
* Internet & Email
* Information Technology

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| **Special Awards:** |

* Awarded for Best Guest choice (April 2012) in UAE
* Awarded for Employee of the Month (May 2014) in UAE
* **Awarded Third Place in the JAWAHARAL NERU MEMORIAL KARATE WORLD Tournament in INDIA 2007**
* **Awarded First Place in the UAE NATIONL KARATE Championship in DUBAI 2015**

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| **Languages:** |

* English , Tamil , Sinhala & Hindi

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| **Personal information:** |

Date of birth : 12.08.1989

Marital status : Single

School : Hameed al Hussaini National College

Sex : Male

Religion : Islam

Nationality : Sri Lankan

**First Name of Application CV No :** **1656162**

Whatsapp Mobile: +971504753686

