



Contact

Phone

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Email

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Address

Dubai internet City , Dubai

Education

2017

G.C.E O/L

Wesley College

2019

G.C.E A/L

Language

English

Hindi

Malayalam

Tamil

Sinhala

Akash Jonathan

Head Waiter & Supervisor

Dedicated and customer-focused waitress with experience in fast-paced dining environments. Adept at delivering high-quality service, managing multiple tables simultaneously and enhancing customer satisfaction. Known for efficiency, a positive attitude and the ability to anticipate customer needs. Proven track record in increasing customer retention and sales through excellent service and upselling techniques. Seeking new opportunities in the hospitality industry.

Experience

2022 - 2024

AlFalah Resturant & Bar

Waiter/Manager

Consistently achieved a 95% customer satisfaction rate, evidenced by positive feedback and repeat customers.

Increased average table sales by 15% through effectively upselling daily specials and premium beverages.

- Trained and mentored five new waitstaff, leading to a 20% improvement in team efficiency and service speed.

2017 - 2022

Hilton Hotels - Sri Lanka

Waiter

Managed up to 10 tables during peak hours, ensuring timely service and accurate order delivery.

- Contributed to a 10% increase in daily sales by promoting new menu

2016

Mirage Hotel Colombo

Reservationist

- Successfully handled high-volume reservation calls.
- Demonstrated superior customer service skills by resolving customer complaints on time.
- worked effectively as part of a team to ensure that all reservation requests were met.