



Contact

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sheikh Zayed Road , Barsha Heights

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Education

General
Certificate of
Education
(Ordinary Level)
2017

Wesley College colombo 09

General Certificate
of Education
(Advanced Level)
2019

Language

English - C1, C2

Hindi - B1

Malayalam - A2

Tamil - C2

Sinhala - A1

Akash Jonathan

Head Waiter & Cashier

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 - 2025

AlFalsh Resturant & cafeteria :- Present

Waiter/ Cashier

- 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.
- Cash handling expertise.
- POS system operation.
- Basic math proficiency.
- Food service knowledge.
- Order management capabilities.
- Cleaning procedures understanding.

2017 - 2022

- German Bakery - 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
- Experience in providing excellent customer service in a restaurant or hospitality setting.
- Knowledge of point of sale (POS) systems and cash handling.
- Ability to memorize menu items and make recommendations based on customer preferences.
- Highlighting your experience in customer service, familiarity with menu items, and ability to handle cash transactions.

Reservationist

- Successfully handled high-volume reservation call's
- 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.

**Passed Has a Person In Charge Advanced Examination
And Satisfied the
Certification And The Scheme Requirements .
(Certificate Number :- TSIQS-PIC -A - 63001)**

Experience in providing excellent For 2 Years In U.A.E