



## CONTACT ME



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Visa Status- Own Visa

## EDUCATION

### Certificate of Tamil Language 2018

National Institute of Language  
Education & Training, Sri Lanka

### Hotel Management 2013

Swiss Lanka Hotel School ,  
Kurunegala ,Sri Lanka

### G.C.E.Ordinary Level 2012

S.B.H.National College,  
Kurunegala, Sri Lanka

## SKILLS

- Customer service: Interacting with customers in a friendly and attentive manner.
- Communication: Clear communication with both customers and kitchen staff is essential.
- Multitasking: Juggling multiple tasks such as taking orders, serving food, and managing customer requests.Knowledge of menu items: Being familiar with the menu to answer customer questions and make recommendations.
- Problem-solving: Resolving any issues or complaints from customers efficiently.
- Teamwork: Collaborating with other staff members to provide excellent service.
- Time management: Balancing the needs of multiple tables and ensuring prompt service.
- Adaptability: Being able to handle busy periods and unexpected situations calmly.Positivity: Maintaining a positive attitude even during challenging situations.

# Kasun Mahesh

## Waiter

## WORK EXPERIENCE

### Head Waiter

#### Shangrila Hotel | Colombo ,Sri Lanka

- Inventory management 2020-2023
- Excellent customer service and interpersonal skills Knowledge of drink preparation and mixology .Greet and seat guests, providing them with menus and explaining daily specials . Take food and drink orders accurately, offering recommendations and catering to special dietary requests
- Serve a wide range of alcoholic and non-alcoholic beverages with a focus on quality and presentation
- Maintain a clean and organized bar area, including stocking supplies, glassware, and ingredients . Provide attentive and friendly service to ensure a positive dining experience, addressing any issues or concerns promptly .
- Maintained inventory, restocked supplies, and placed orders to ensure the bar had an adequate selection of spirits, mixers, and garnishes.
- Setting up: Preparing the banquet hall or event space before guests arrive, which may involve arranging tables, chairs, linens, and decorations according to the event's specifications.

### Waiter

#### Vivanta- Airport Garden Hotel |Colombo, Sri Lanka

2016 -2019

- Excellent customer service and interpersonal skills Knowledge of drink preparation and mixology .
- Cleanliness in bar and dining Greet and seat guests, providing them with menus and explaining daily specials . Take food and drink orders accurately, offering recommendations and catering to special dietary requests
- Prepare and serve a wide range of alcoholic and non-alcoholic beverages with a focus on quality and presentation
- Maintain a clean and organized bar area, including stocking supplies, glassware, and ingredients .
- Banquet services and operations.

### Training Waiter

#### Cinnamon Grand Hotel | Colombo , Sri Lanka

2013-2014

- Attending all food and beverage operations and functions.
- Wormly welcome customers and explaining the daily menus.
- Prepare and serve a wide range of alcoholic and non-alcoholic beverages with a focus on quality and presentation.
- Banquet services and functions.

## REFERENCES

### Buddhika Weerasinghe

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RAK Bank

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### Dulitha Minimuthu

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