



# Dilini Chandima Sewwandi

Dubai UAE  
+971503192829  
dilini.rathnayaka99924@gmail.com

## PROFESSIONAL SUMMARY

Experienced with managing customer interactions and ensuring pleasant dining experience. Utilizes strong communication and multitasking skills to handle high-pressure environments efficiently. Track record of building rapport with guests and ensuring their needs are met promptly.

## WORK HISTORY

### Caffe Divino - Waitress Cum Barista

01/2023 - Current

- Promoted a welcoming atmosphere by greeting customers with a friendly demeanor and promptly addressing their needs.
- Cleaned counters, machines, utensils, and seating areas daily.
- Listened carefully to customer requests and created personalized, delicious beverages, which improved sales.
- Operated espresso machines and commercial coffee brewers to create beverages.
- Used POS system to accurately enter orders and process payments.

### Gelato Divino - Waitress Cum Cahier

12/2022 - Current

- Handled high-pressure situations with composure, maintaining excellent service standards even during busy shifts.
- Exhibited strong multitasking abilities, balancing multiple tables and orders while delivering prompt service.
- Maintained clean and welcoming dining environment, ensuring a positive guest experience.
- Remained calm and poised when dealing with difficult customers or during busy shifts.
- Used cash registers and credit card machines to cash out customers.

## LANGUAGES

Eng:

Upper intermediate (B2)

Sinhala :

Bilingual or Proficient (C2)

## EDUCATION

08/2021

IJSE

Colombo, Sri Lanka

**Diploma:** Software Engineering

09/2019

**ESOFT METRO CAMPUS**

Colombo, Sri Lanka

**Diploma:** English Language

08/2018

**PRESBYTERIAN GIRLS NATIONAL  
SCHOOL**

Colombo, Sri Lanka

**Advanced Level:** Information And  
Communication Technology

## SKILLS

- Customer service
- Strong multitasking
- Greeting guests
- Team collaboration
- Order taking
- Cash handling
- Safe food handling
- Menu recommendations
- Payment processing
- Food running
- Latte art
- Order accuracy
- Accurate money handling
- Time management
- Upselling techniques
- Beverage preparation
- Sales techniques
- Inventory management
- Excellent memory
- POS systems
- Coffee machinery