



## Contact

### Email

sanulinetlinidesilva@gmail.com

### Address

Business Bay, Dubai, UAE

## Education

1992

GCA A/L

Baththaramulla Central Collage

## Expertise

- Customer handling
- consumer product
- Sales & Promotion
- Safety Supervision
- Excellent communication skills
- Book Keeping & Cash Handling

## Language

English

Arabic

Hindi

# FRANCISKU DE SILVA

## RECEPTIONIST | CASHIER

A disciplined and accomplished retired Air Force AirMan with seven years of invaluable experience as a spa receptionist, seeking a challenging position in a reputable organization in the UAE. Leveraging a strong foundation in military discipline and a proven track record in receptionist roles, I aim to contribute my skills in communication, organization, and attention to detail to ensure seamless front desk operations while upholding the highest standards of professionalism and service excellence. Committed to adapting and thriving in diverse environments, I bring a unique blend of military precision and hospitality expertise, making me an ideal candidate for a receptionist role in the dynamic setting of the UAE.

## Experience

### RECEPTION CASHIER

2016 JAN - 2020 DEC

HOLIDAY INN HOTEL | SALMIYA , KUWAIT

- Interpersonal skills and a friendly demeanor to greet and assist clients.
- Ability to handle inquiries, provide information about Hotel services, and address customer concerns.
- Excellent verbal and written communication skills for effective interaction with clients, colleagues, and management.
- Clear phone etiquette and the ability to convey information accurately.
- Strong organizational skills to manage appointments, schedules, and client records.
- The ability to handle multiple tasks simultaneously, such as answering phones, scheduling appointments, and managing walk-ins.
- Competence in basic computer skills, including email and word processing.
- Maintaining a polished and professional appearance.
- Ability to handle customer complaints or issues with grace and efficiency.
- The ability to assess clients' needs and preferences during interactions. Understanding their preferences, concerns, and budget allows receptionists to recommend suitable products or additional services.
- Collaborative mindset to work effectively with other spa staff members, including therapists and management.
- Working in tandem with cleaning staff or external service providers to ensure thorough and regular deep cleaning of spa facilities. This includes floor maintenance, carpet cleaning, and other tasks that may require specialized attention.

# Personal Details

**DOB** : 23/02/1976

**Gender** : Male

**Nationality** : Srilankan

**Visa Status** : Visit Visa

**Passport** : N6183967

## SHISHA MAKER

**2020 Dec -2023 DEC**

OBIT SHISHA | SALMIYA, KUWAIT

- Prepares, setup and serves Shisha according to established standards and presentations.
- Handles guest's concerns professionally.
- Responsible for preparing Charcoal needed for Shisha serve and transferring it in a safe manner.
- Responsible for packing Shisha's, preparing the Shisha bar, and generally keeping the bar area clean.
- Practice safe work habits at all times.

## MANAGER

**2013 - 2017**

7 TO 7 PASTRY & COFFEE SHOP | SRILANKA

- Oversee day-to-day operations of the coffee and pastry section.
- Recruit, train, and supervise staff members.
- Ensure a high level of customer service is maintained.
- Monitor the quality of coffee and pastry products.
- Collaborate with chefs and bakers to develop and update the coffee and pastry menu.
- Ensure compliance with health and safety regulations.

## CASHIER

**2010 - 2013**

7 TO 7 PASTRY & COFFEE SHOP | SRILANKA

- Greet customers in a friendly and welcoming manner.
- Take customer orders accurately and efficiently.
- Process cash, credit card, and other payment transactions accurately.
- Suggest additional items or upsell products to increase sales.
- Remain calm and composed when dealing with difficult customers or challenging situations.

## BUTCHER

**2008 – 2010**

CARGILLS FOOD CITY | COLOMBO 07, SRI LANKA

- Greeting and speaking to customers, providing advice, answering questions, and accepting orders or payments.
- Cutting, grinding and preparing meats for sale.
- Weighing, packaging, pricing, and displaying products.
- Cleaning and maintaining tools and equipment and ensuring displays and signage are accurate and attractive.

## LEADING AIR CRAFTMEN

**1993 - 2008**

SRILANKA ROYAL AIRFORCE | SRILANKA

I hereby certify that above details are true and correct to the best of my knowledge

FRANSISKU DE SILVA