



ISURU PRABASH

CAREER OBJECTIVE

Seeking an opportunity to enhance the efficiency of the front desk and office operations by effectively managing multiple tasks, delivering exceptional customer service, and maintaining a positive attitude with professionalism and adaptability

PERSONAL DETAILS

Birth day: January 14, 2001
Sex: Male
Civil Status: Single
Religion: Christian
Nationality: Sri Lanka
Passport no.: N9052805
Visa status: Visit Visa

CONTACT

PHONE:
+971 52 135 2522

EMAIL ADDRESS:
isuruprabash8905@gmail.com

ADDRESS:
Al Quoz 4

LANGUAGES

English, Sinhala

HOBBIE

Travelling / GYM /
Photography

SUMMARY OF QUALIFICATION:

Proficient in handling customer complaints with professionalism, patience, and efficiency. Skilled in actively listening to customer concerns, identifying issues, and providing effective solutions to ensure satisfaction.

A competent and reliable professional committed to top-quality service, with a versatile and problem-solving approach. Resourceful in diffusing tense situations, addressing concerns promptly, and maintaining a positive customer experience.

Enthusiastic, dependable, and self-motivated, with strong communication and interpersonal skills. Demonstrates adaptability to new policies, procedures, and technology. A meticulous worker with keen attention to detail, always willing to assist coworkers, supervisors, and clients in a cooperative and professional manner.

- I provide exceptional contributions to customer service for all customer when necessary as it is part of my job
- Deep knowledge of the hospitality industry to cater various guest needs
- Ability to multitask and accommodate all the needs and to devise new ideas to improve work
- Familiarity with answering phones and emails
- Can interact well with people of diverse cultures
- Capable to work under pressure and handle busy operation with minimum supervision
- Possesses excellent English communication (Verbal & Written)
- Willing to be trained and acquire new skills

SKILLS:

- Customer complaints handling
- Understanding customer expectations
- listen to the customer
- Outlook, MS Word, MS Excel
- Opera (PMS-Night Audit report, check in and check out & billing)
- Inventory
- File management.

WORK EXPERIENCE:

FO Receptionist, Spa Receptionist & Cashier September 2023 – July 2024
Dubai Polo & Equestrian Club, Emaar Property Group, UAE

- Entrusted with general and almost all information about the club / spa
- Oversee all reservation, payment and tracking procedure, established for the pool and recreation facilities as require.
- Create warm welcome and friend atmosphere
- Promote all promotion that club is offering
- Encourage sales through full product and price knowledge of offered and available facilities
- In charge of new guest and returning guest arrival
- Providing first hand general information to the guest queries
- Addressing guest complaints to the right department

- Manage the arrival of new and returning guests.
- Oversee reservations, payments, and tracking for the pool and recreation areas.
- Create a warm and friendly atmosphere.
- Promote all club promotions.
- Address guest complaints by sending them to the right department.
- Provide general information to guest queries.

Butcher • keells Super in Sri Lanka - January 2020 – Dec 2020

- Communication
- Customer service skills
- Food safety
- Knife skills
- Physical stamina
- Butchering
- Hygiene and safety protocols
- Meat cutting
- Safety standards
- Can work in teams & independently
- Cuts, and preparation
- Knife handling

EDUCATION:

THURSTON COLLEGE, COLOMBO 07

2017 – 2019 - G.C.E Advance Leve

High School

LA KPA HANA A DVENTIST COLLEGE, KA NDY

2001 – 2006 - G.C.E Ordinary Level

CHARACTER REFERENCE:

Available if requested.

I hereby declare that the information mentioned above is correct, up to my knowledge and bear the responsibility for the correctness of the mentioned.

Isuru Prabash

APPLICANT

Isuru Prabash – Applicant, Curr iculum Vitae