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|  |  | Front office executive with 5 years of experience (Ready to join immediately)Sachin kularathna |
| ObjectiveI am a hospitality sector employee with 5 years of knowledge and experience in reputed Restaurants, and hotels in UAE / SRILANKA, and looking for opportunities in any fieldContactPHONE:0558190556EMAIL:sachinravishana@gmail.com ADDRESS:SAL Aldin, Dubai, UAEPersonal Info**Full Name:** Sachin Ravishana Kularathna**Date of Birth:** 28th of December 1996**Nationality:** Sri Lankan**Marital Status:** SingleVisa status: Freelance visaProfessional Skills* Quality Assurance
* Resource Management
* Conflict Resolution
* Analytical Skills

Computer literacy* Microsoft Office package

languages* English – Proficiency
* Sinhala – Native
* Tamil – Medium
* Japan -Medium
 |  | WORK EXPERIENCE**ALBAIK Restaurant** */****UAE***06/2024 – Present **Team member – Albaik restaurant UAE*** Greet guests upon arrival, providing warm and welcoming

 service.* Managed check-in and check-out procedures efficiently,
* ensuring accurate processing of guest information and

 payments.* Responded promptly to guest inquiries via phone, email, and in-

 person, resolving issues to their satisfaction* Acted as a liaison between guests and various restaurant

 departments, coordinating requests for housekeeping, maintenance, and other services.Front office executiveThilanka resort & spa / srilanka04/2019 – 04/2024* Manage front desk operations, including greeting guests,
* handling check-in and check-out procedures, and addressing
* guest inquiries and concerns.
* Coordinate reservations, ensuring accuracy and efficiency in
* booking processes and maintaining up-to-date room
* availability.
* Act as a point of contact for guest feedback and complaints,
* resolving issues promptly and effectively.
* Collaborate with colleagues to ensure smooth operations and
* uphold high standards of service.
* Assisted with administrative tasks such as answering phone

 calls, responding to emails, and maintaining guest records receptionistcamelia resort & spa /Sri Lanka03/2017 - 02/2019* Welcoming office guests and directing them to the person or office they visit.
* Answering and making phone calls on behalf of office employees.
* Handling office correspondence.
* Maintaining office supplies.
* Scheduling meetings for employees.
* Maintaining the reception area.

EDUCATIONTop-up degree in business administration 2024 Completed in 1 year in UCAM university and waiting for final results Higher Diploma in business management2021- 2023Completed in 2 years academic period and 6 months internship period. Conducted by Cardiff Metropolitan University UKAdvanced diploma in business management**2020/2021**Completed in 1-year academic period, conducted by the National Institute of Business Management |