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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: 0558190556 EMAIL: [sachinravishana@gmail.com](mailto:sachinravishana@gmail.com) ADDRESS: SAL Aldin, Dubai, UAE Personal Info **Full Name:** Sachin Ravishana Kularathna  **Date of Birth:** 28th of December 1996  **Nationality:** Sri Lankan  **Marital Status:** Single  Visa status: Freelance visa Professional 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 administration2024 Completed in 1 year in UCAM university and waiting for final results Higher Diploma in business management2021- 2023 Completed in 2 years academic period and 6 months internship period. Conducted by Cardiff Metropolitan University UK Advanced diploma in business management **2020/2021** Completed in 1-year academic period, conducted by the National Institute of Business Management |