

THARINDI PERERA

Customer Service Associate(Food & Beverages)| Front of House Assistant | Cashier | Cafe Service Assistant | Hospitality Crew

+971 58 809 2175 | Jafiliya, Dubai, UAE | tharindiperera16@gmail.com |

Tourist Visa – Valid until 18th June 2025 | **DOB:** 01.16.2004 | **Nationality:** Sri Lanka |

Gender: Female



PROFESSIONAL SUMMARY

Customer-focused and energetic hospitality professional with hands-on experience in café service and hotel front office operations. Skilled in customer interaction, food and beverage handling, and maintaining a clean, welcoming environment. Proven ability to multitask in high-pressure settings while delivering prompt and courteous service. Experienced in managing orders, resolving guest concerns, and supporting both front- and back-of-house operations. Fluent in English and Sinhala, with basic knowledge of Arabic and Hindi. Committed to ensuring excellent guest experiences and supporting overall team success.

PROFESSIONAL SKILLS

- Customer Service & Guest Handling
- Food Preparation Support
- Order Taking & Delivery Assistance
- Cleanliness & Sanitation Standards
- Teamwork & Collaboration
- Fast-Paced Service Efficiency
- Basic Cash Handling & POS Operation
- Front of House Support (Greeting, Seating, Assisting)
- Basic Inventory & Stock Replenishment
- Multitasking & Time Management
- Verbal Communication & Active Listening
- Positive Attitude & Professional Appearance
- Basic Knowledge of Food Safety & Hygiene
- Conflict Resolution & Problem-Solving & Multitasking

PROFESSIONAL EXPERIENCE

Crew Member - Seed Cafe, Sri Lanka

Jan 2023 – Dec 2024

- Welcomed guests with a friendly and professional attitude, creating a positive dining experience.
- Took customer orders accurately and efficiently, both at the counter and for dine-in.
- Assisted in preparing and serving coffee, smoothies, and light meals.
- Maintained cleanliness of tables, service areas, and equipment throughout shifts.
- Refilled condiments, napkins, and restocked food and beverage items as needed.
- Followed food safety and hygiene standards in all preparation and serving tasks.
- Supported opening and closing duties including setup, cleaning, and stock checks.
- Worked closely with the kitchen and service team to ensure smooth and timely order delivery.
- Handled customer complaints politely and ensured quick resolution to maintain satisfaction.
- Helped in promoting new menu items and upselling to increase daily sales.

Front Office & Customer Service Assistant - Navro Beach Hotel , Panadura, Sri Lanka

March 2022 – Dec 2022

- Greeted and assisted hotel guests at the front desk with check-in/check-out procedures.
- Managed phone and email reservations, room inquiries, and general customer communication.
- Provided guests with detailed information on hotel amenities, dining options, and local attractions.
- Handled guest concerns and resolved issues promptly to ensure satisfaction.
- Maintained accurate records of guest stays, payments, and ID documentation.
- Collaborated with housekeeping and kitchen staff to meet guest requests efficiently.
- Maintained a clean, organized, and professional front office environment.
- Assisted with event coordination and provided front-line support for restaurant and bar services.
- Promoted hotel services, special offers, and dining experiences to enhance guest engagement.
- Demonstrated strong multitasking skills during high guest volume periods.

PROFESSIONAL QUALIFICATIONS

Successfully completed,

- Diploma in Software Engineering at NIBM, Sri Lanka
- Diploma in Hotel Management at NIBM, Sri Lanka
- Certificate in International Modeling conducted by Top Models by Thrikala Dharani, awarded on 7th April 2024

EDUCATION

- Diploma in Software Engineering
National Institute of Business Management (NIBM), Sri Lanka
2023 – 2024 | GPA: 3.3/4.0
- Diploma in Hotel Management
National Institute of Business Management (NIBM), Sri Lanka
(Completing)
- G.C.E. Advanced Level – Combined Maths Stream
Taxila Central College, Horana, Sri Lanka
2021 | 3 C Passes
- G.C.E. Ordinary Level
Taxila Central College, Horana, Sri Lanka
2018 | 9 A Passes
- CERTIFICATE IN INTERNATIONAL MODELING SYLLABUS
Conducted by Top Models by Thrikala Dharani
Awarded on 7th April 2024

LANGUAGES

English - Fluent
Sinhala - Native
Hindi - Basic
Arabic - Basic

REFEREES

Excellent references available on request.

Sgd. by H.T.I.Perera