



Thilini Senanayake

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Al Nahda, Sharjah, UAE 

Own Visa 

Enthusiastic and results-driven professional with a strong background in hospitality. Committed to delivering outstanding customer service and fostering a positive atmosphere for both guests and team members. Skilled in multitasking and maintaining organization in fast-paced environments. Passionate about teamwork and dedicated to ensuring every individual feels valued and cared for.

Work Experience

Receptionist

Jul 2024 – Present

Sea Fish Restaurant – UAE

- Welcoming and greeting guests as they arrive at the restaurant.
- Managing the waitlist and reservations to ensure smooth seating arrangements.
- Provide helpful and accurate information.
- Manage phone calls, social medias and guest inquiries.

Front Desk Receptionist

Jan 2021 – Jul 2024

The Epitome Hotel – Sri Lanka

- Provided exceptional customer service to guests of all ages.
- Maintained strict adherence to safety protocols and operational procedures – Handled customer inquiries and resolved concerns professionally.
- Managed cash transactions and balanced registers accurately.
- Collaborated with team members to ensure smooth operations.

Outlet Cashier

Jan 2020 – Dec 2020

The Epitome Hotel – Sri Lanka

- Handled various forms of payment and provided change or receipts.
- Provided excellent customer service, addressing inquiries and ensuring satisfaction. Balanced cash register at the beginning and end of shifts.
- Promoted specials and upsold additional items.

Front Desk Receptionist

2014 – 2017

Hotel Kroll Village – Sri Lanka

- Delivered high-quality customer service in a fast-paced environment Assisted guests with various inquiries and requests.
- Maintained a clean and safe environment for guests.
- Coordinated with team members to ensure guest satisfaction.

Education

Bachelor of Science in
Hospitality Management
(Hons)

Lincoln University College – Malaysia
2018 – 2020

Higher National Diploma
in Tourism & Hospitality
Management

Sri Lanka Institute of Advanced Technological Education
2017 – 2020

Skills

- Customer Service
- Instructions following
- Communication
- Organization
- Patience & Adaptability
- Team Work & Collaboration

Expertise

- Customer Handling
- Cash Handling
- Multi Tasking
- Guest Safety and Security Protocols
- Emergency Response Awareness

Languages

- English (Fluent)
- Sinhala (Fluent)
- German (Basic)