



# MALSHA DILSHANI

## WAITRESS / HOSTESS

+971-566-103-792

malshadilshani6@gmail.com

Tourists Club Area, Abu Dhabi .

### EDUCATION

Foundation in Information  
Technology – Esoft Metro Campus

2014 - 2016

Diploma in Tourism and Hotel  
Receptionist – Sri Lanka Institute of  
Tourism & Hotel Management

2016 - 2019

### SKILLS

- Customer service
- Communication skills
- Organization
- Telephone etiquette
- Appointment scheduling
- Database management
- Team collaboration
- Microsoft Office proficiency
- Upselling & Cross selling
- Experience in retail
- Professionalism
- Basic accounting and cash

handling

### LANGUAGE

- English
- Hindi

### About Me

A friendly, professional waitress & Hostess with experience in various restaurant and hospitality settings. An energetic team player with excellent customer service skills and wide-ranging knowledge of food & guest handling. Ensuring customer satisfaction and loyalty. Assisted with upselling products, similar to recommending menu items in a restaurant. Maintained a clean and organized environment, emphasizing attention to detail. Handled transactions efficiently, ensuring accuracy under pressure.

### WORK EXPERIENCE

*Liwa Trading Enterprises – DWELL , Abu Dhabi .*

*July 2023 – present*

#### **Sales Associate**

- Works on the sales floor providing assistance directly to customers.
- managing the cash register , Cashier.
- Merchandising .
- Daily Delivery Handling, Stock & Non Stock Handling.
- Store Key Management & Banking

*The Merchant – Galle Fort*

*May 2019 – Aug 2021*

#### **Receptionist**

- Greet and welcome guests upon arrival and provide prompt and courteous service.
- Answer telephone inquiries, provide information and handle guest requests in a timely manner
- Processed customer reservations and inquiries.
- Handled cash and credit card transactions.

*Pedlar's Inn Cafe and Restaurant – Galle*

*Feb 2016 – Apr 2019*

#### **Waitress**

- Greeted the guests with a warm and genuine smile.
- Presented the restaurant's menu, daily specials, and sold guests on popular drinks contributing to a significant rise in sales.
- Educated guests on the available offers and promotions.
- Maintained floor cleanliness at all times.
- Processed card and cash payments.
- Thanked the guests for dining with us, and encouraged them to come back to us again.