Don.326826@2freemail.com

**Don**



**CAREER GOAL**

To be a part of a management team in a reputable company where I can share my knowledge for its growth and development as well as improve my personality, skills and working attitude to become more competent employee.



**PROFILE**

* Service manager with over +10 years of experience in various sections in five star hotel’s front office operations.
* +8 Years of working experience with Shangri-La Hotels & Resorts which include 3 hotels pre-opening experience.
* Possesses an excellent track of service records as well as an impressive operational background in the field of rooms division in quality-driven working environment.
* Committed to lifelong learning. Ambitious and determine to succeed.
* Excellent leadership focused communication and interpersonal skills, able to interact with people of diverse ethnic and socio-economic backgrounds.
* Reliable executer of action plans to accomplish budgeted sales, gross profit, labour and controllable costs of the unit.
* First-rate coaching and training skills and strong multi-tasking, managerial skills.
* Able to motivate, develop strengths, and rectify shortfall of employees performance.
* Strong desire to recognize superior employee performance and promote accordingly to ensure succession planning in career to benefit the mission and foster the company’s image.
* Able to drive maximum customer loyalty as well as positive overall staying experience by using creative and innovative ideas. Excellent knowledge about quality improvement.
* Strong Applications skills such as Windows, Opera, FCS, Check EAM system etc.



**EDUCATION**

##### Master Certificate in Hospitality Management | 2016

##### Cornell University, USA.

##### Financial Management and Hotel Revenue Management

##### Bachelor of Business Administration (B.B.A.) | 2011

**Nixon University, USA.**

Major – Hospitality Management

**G.C.E Advance Level Examination | 2001**

**Mahanama College, Colombo, Sri Lanka.**

**G.C.E Ordinary Level Examination | 1998**

**Mahanama College, Colombo, Sri Lanka.**

**G.C.E Ordinary Level Examination | 1998**

**Mahanama College, Colombo, Sri Lanka.**

**Don**



**Assistant Front Office Manager | March 2015 – October 2016 (Pre-Opening)**

Shangri-La’s Hambantota Resort & Spa, Sri Lanka.

Shangri-La Hotels and Resorts.

**Key Duties & Responsibilities**

* Provide general management support throughout the hotel at all times, monitoring guest satisfaction, security, and employee’s activities.
* Responsible for the general administration and profitability of the Front Office department including Front Desk, Concierge, Telephone, Transportation, and Business Centre.
* Drives all activities aiming to provide comfortable and enjoyable stay for customers through implementing company standards and programs designed to enhance customer loyalty.
* Responsible for the managing and delivering of services to guests in a friendly and courteous manner. Performs efficiently, courteously and professionally.
* Maintains a high standard of service and hospitality at all times. Provides personalized guest services.
* Maintain department organisation, manning and productivity and to ensure a smooth operation based on forecasted occupancy.

**Service Manager – Duty Manager | February 2014 – March 2015**

Traders Hotel, Qaryat Al Beri, Abu Dhabi, United Arab Emirates.

Shangri-La Hotels and Resorts.

**Back Office Support Team & Traders Club Lounge Manager | January 2012 – January 2014**

Traders Hotel, Qaryat Al Beri, Abu Dhabi, United Arab Emirates.

Shangri-La Hotels and Resorts.

**Service Leader – Rooms Controller | July 2011 – December 2011**

Traders Hotel, Qaryat Al Beri, Abu Dhabi, United Arab Emirates.

Shangri-La Hotels and Resorts.

**Service Leader – Front Office | November 2010 - June 2011**

Traders Hotel, Qaryat Al Beri, Abu Dhabi, United Arab Emirates.

Shangri-La Hotels and Resorts.

**Service Associate – Front Office | July 2009 - October 2010 (Pre-Opening)**

Traders Hotel, Qaryat Al Beri, Abu Dhabi, United Arab Emirates.

Shangri-La Hotels and Resorts.

**Service Associate – Airport Representative | May 2007 - June 2009 (Pre-Opening)**

Shangri-La Hotel, Qaryat Al Beri, Abu Dhabi, United Arab Emirates.

Shangri-La Hotels and Resorts.

**Front Desk Agent – Front Office | December 2003 – March 2007**

Embassy Suites Hotel Apartment, Dubai, United Arab Emirates.

**WORK EXPEREINCE**

**PERSONAL DATA**

# Date of Birth : 04th December 1982

# Age : 34 Years

# Civil Status : Married

# Visa Status : Visit Visa

**REFERENCES**

**TRANINGS**

* HABC Level 2 Award in Emergency First Aid to Work (QCF)
* TSA Front Desk Upselling
* SmartTraders Coach – The Traderians Program
* STAR 5 Reservations Back to Basics Call Handling
* SUPEX - Supervisory Excellence by Shangri-La
* Trainer Skills by Shangri-La 1 & 2
* SFSMS – Shangri-La Food Safety and Management System
* Shangri-La Care Training Programme Module 1 – 4

**CORE SKILLS**

* Strong understanding / experience of Hotel Operations in a multi-cultural environment.
* Capable of working with metrics and measurement to drive average rates and occupancies.
* Self-starter with the ability to understand the business and link them to department agenda.
* High level of drive for results, adaptable and flexible with the ability to build relationships.
* Strong planning and organising skills with great attention to details.
* Possess a high level of integrity to lead by example and gain respect of peers and colleagues.
* Excellent guest relations, problem solving and time management skills
* Excellent written and verbal communication in English.
* Working knowledge of hotel property management systems such as Opera, etc.

**Don**