**Current Address** 1-0-7, Blk 1 Jln PJU, 1/a, 46 Puncak Seri Kelana Condominium, 47200, PJS

**Mobile** 0168569555

**Email** [nsrinaviratne@email.com](mailto:nadeafinance@msn.com)

**Work Experience**

**Hilton Petaling Jaya, Malay**s**ia**

**Duty Manager- from Dec-2011-untill May 2012**

* Direct, monitor and supervise the day- to day activities for all sections within the Front Office and all other operational departments of the Hotel
* Initiate and maintain procedures to increase efficiency, productivity and maximum guest comfort and satisfaction.
* Guide, coach, counsels and delegates the required tasks among the junior team members and supervisors.
* Ensure effective communication via daily briefings, updates and brainstorming sessions within the department.
* Uphold discipline and grooming standards.
* Coordinate with Accounts on bill discrepancies and disputes.
* Maintain an active presence in Lobby and Front Driveway during peak hours
* Ensure smooth operations and customer service satisfaction in line with the established standards and policies of the Hotel.
* Perform duties pertaining to security such as directing guests reporting incidents, thefts, or any offences to the security department for assistance and handle matters.
* Maintain cash float amount in accordance with expected occupancy.
* Monitor room inventory closely to ensure maximum utilization of rooms to generate higher revenue
* Review the training and development of Front Office staff
* Attend to challenging situations and perform service recovery for maximum guest satisfaction and loyalty.

**Holiday Inn Orchard City Centre, Singapore Guest Experience Champion-Executive Club Lounge-Rooms Division from Sep-2010 until Sep 2011**

* Yield Management in Executive rooms
* Manage the team and the operation in EL as a supervisor without Manager’s supervision.
* Train the New Trainees to ensure they meet the Lounge standards being a role model for them
  + - In charge of the long staying guest, loyaly card programmes, WOW the guests in order to retain the repeat customers and attract new customers meeting the common business goals
* In charge of the Club Inventory – (Beverages, Linen, Cutleries) and new orders.
* Departmental Representative for FSMS, Quality Control, ISO 22000 maintaining the required quality and standards.
* Work as a team inspiring colleagues to achieve their individual expectation creating a happy working environment
* Update Reports-Today’s report, and SS List etc giving attention to detail on VIP arrivals, preference etc and Costing, Club forecast, Long staying, Repeat guests reports etc
* Assist with staff scheduling
* Handle billings, complaints, Check in, Check out VIP s, corporate guests, Room the guests and explain all the hotel facilities.
* Assist the Front Office whenever required
* Proper Interaction with the all the other departments- Housekeeping, Room Service, Kitchen, Engineering etc

**Part Time English Tutor- in Malaysia-Jan- 2010-Sep 2010**

**Mecure Last Drop Hotel Village and Spa, United Kingdom Management T**r**ainee- Rooms Division, 2008 - 2009**

* + - Receptionist, Guest Relations & attended to VIP guests
    - Trained new Staff whenever requested by the Manager
    - Yield Management in rooms
    - Assisted Front Office Manager in new-hire training & in developing Front office Standard Procedure
    - Assisted in Staff Scheduling & Handled Individual and group reservations

I did worked for following departments whenever required,

* Event**s,** Sales andMarketing
* Accounts & HR
* ConferenceandBanqueting
* Leisureclub/Beauty
* Housekeeping

**Le Meridian Hotel, Singapore** *(Concorde**Hotel****)*  Trainee Front Office, Dec 2006-Aug 2007**

* Receptionist & Guest Relations tasks
* Concierge services and promoted the Starwood Brand
* Switch Board Operator
* Banking and Up selling

**HSBC (pte) Ltd, Sri Lanka (Global Service Centre) Customer Service Executive, June 2004 – June2006**

* Handled In bound/out bound calls **(**International)
* Trained the New Staff as a Departmental Trainer-Accounts Opening
* In charge of Debit Card Section/Dealt with Online Accounts Opening
* Handled International Credit/Debit cards requests
* Handled customer complains

**Lakmini (Pte) Ltd (Tourist Gem Centre), Sri Lanka Sales Assistant /Cashier, May 2002- Nov 2003**

* Product promotion
* Assisted Sales and Stock taking
* Handled Banking & main cash float
* Liaised with Tour Operators (French Coaches) when required
* Customer service

**Educational Qualifications**

**BA** (**Hon**s**) in Business Management awarded by University of Derby –UK**

**Diploma in Tourism and Hospitality Management, 2007 Nanyang Institute of Management,**

BestAcademicResultin2006

**Diploma in English Language (2001) London Business School, Sri Lanka**

**G.C.E Advanced Level Examination (2001) Mahamaya Girls’ College, Kandy, Srilanka**

1. French Language Grade S 2. Higher Mathematic Grade S 3 General English Grade B

**Professional Qualifications**

**The Chartered Institute of Marketing, UK Professional Certificate Level Of Marketing (2006)**

1. Customer Communication C
2. Marketing Environment C
3. MarketingFundamentalsC

**Institute Of Personnel Management, Sri Lanka Foundation Course in Human Resource Management (2004)**

**Amadeus GDS Singapore Pte Ltd Basic Reservation Course (GDS)-2006**

**Alliance Francaise, Sri Lanka Advanced Level 2-French Language (2001)**

**British Council Sri Lanka IELTS-Band 6 (2003)**

**Trainings Wisdom Trainer International (pte) ltd, Sri lanka The Workshop in Self Development and Leadership Training.(2004)**

**British Council, Sri Lanka Professional and Language Skill trainings (2004)**

**Language Skills**

English Fluent French Intermediate Sinhalese Fluent Tamil Basic

**Computer** **Skills**

MS Office, Internet, Global Distribution System, Opera, TARS (Central Reservation System), Medallia (Guest Survey) Sales and Catering System (Fidelio 6.2),