



DIMAL SAHITHA LOKU HENNADIGE

HOSPITALITY PROFESSIONAL

ABOUT ME

Dynamic hospitality professional with extensive experience in restaurant and bar operations, guest service excellence and team leadership. Proven ability to supervise large teams while maintaining high service standards and operational efficiency. Skilled in inventory control, staff training, conflict resolution and compliance with hygiene regulations. Demonstrated success in improving customer satisfaction, reducing operational costs, and enhancing service flow through effective coordination. Adept at managing high-pressure environments, delivering seamless dining experiences and fostering a positive work culture.

RECENT WORK EXPERIENCE

Food & Beverage Server [Nov 2024 – Jul 2025]

JEN Maldives Malé by Shangri-La | Malé, Republic of Maldives

- Greet guests warmly and escort them to their assigned tables.
- Present menus clearly and recommend dishes based on guest preferences.
- Accurately record orders using the hotel's advanced POS system.
- Serve meals and beverages promptly, following strict hotel service standards.
- Keep dining areas clean, organized, and ready for immediate service.
- Monitor guest satisfaction and address all concerns or complaints promptly.
- Coordinate with kitchen and bar teams to ensure smooth service.

Restaurant & Bar Supervisor [Mar 2023 – Nov 2024]

Weligama Bay Marriott Resort & Spa | Weligama, Sri Lanka

- Supervised daily restaurant operations ensuring seamless overall guest experiences.
- Trained and motivated staff to consistently maintain service excellence.
- Monitored team performance and provided feedback for continuous improvement.
- Resolved guest complaints professionally to ensure customer satisfaction.
- Coordinated with kitchen and bar for timely, accurate service delivery.
- Conducted pre-shift briefings with updates and special promotional information.
- Controlled inventory levels and reduced operational costs effectively.

PREVIOUS WORK EXPERIENCE

Restaurant Captain [Mar 2022 – Mar 2023]

Weligama Bay Marriott Resort & Spa | Weligama, Sri Lanka

Restaurant Server [Sep 2019 – Mar 2022]

Weligama Bay Marriott Resort & Spa | Weligama, Sri Lanka

Intern [Oct 2018 – Sep 2019]

Weligama Bay Marriott Resort & Spa | Weligama, Sri Lanka

Trainee Waiter [2018 – 2019]

Dickwella Resort & Spa | Dickwella, Sri Lanka

EDUCATION

Higher national Diploma in Tourism & Hospitality Management 2019

Swiss Lanka Hotel School | Colombo, Sri Lanka

Diploma in Hotel Management 2018 – 2019

Swiss Lanka Hotel School | Colombo, Sri Lanka

General Certificate of Education Advanced Level Examination 2016

Department of Examinations | Sri Lanka

General Certificate of Education Ordinary Level Examination 2013

Department of Examinations | Sri Lanka

CONTACT



+94 71 481 0129



dimal.sahitha97@gmail.com



dimal-sahitha



Kudaheella, Beliatta, Sri Lanka

EXPERTISE

- Menu Planning & Presentation
- Food Safety Compliance
- POS System Operation
- Inventory & Stock Control
- Event & Banquet Management
- Guest Complaint Resolution
- Upselling & Sales Techniques
- Staff Training & Development

SOFT SKILLS

- Effective Communication Skills
- Critical Thinking Aptitude
- Decision-Making Confidence
- Customer Service Excellence
- Strong Interpersonal Relations

LANGUAGE SKILLS

- Sinhala - Native
- English - Intermediate

REFERENCES

Mr. Charitha Lankanath

Restaurant Manager

Weligama Bay Marriott Resort & Spa

M: +94.715.831.160

E: charitha.lankanath@marriott-hotels.com

Mr. Indika Hettiarachchi

Service Manager - Food & Beverage

JEN Maldives - Malé by Shangri-La

M: +960 735 9961 | T: +960 330 0888

E: indika.hettiarachchi@hoteljens.com