***Gihan De Zoysa***

**Pre-Opening Resort GM/Country Director**

**Thrive Hospitality Alliances**

**Completed Projects**

**The Aiyana Resort & Spa(5\* High end Resort)**

**Ngalawa Hotel & Resort(5\* Deluxe Resort)**

**Pre-Opening Ngorongoro Coffee Lodge(5\*)/Villa Mauwa boutique hotel(4\*)**

**Re-Posting Landmark Beach Resort (4\* Beach Resort)**

**Current Employer**

**Cluster GM/ Country Director**

**YY Resorts and Lodges Africa**



***CURRICULUM VITA***

**Career objective:**

Seeking a challenging position that will utilize my interpersonal skills with a clear and focused vision and smart approach for achieving ambitious business objective. I desire a dynamic work environment that offers excellent opportunity to grow and advance better

**NAME IN FULL** : Tilakamuni Gihan Divasana De Zoysa

**PERMANENT ADDRESS** : P.O.Box 13914, Arusha. Tanzania

**CONTACT NUMBER** : +255(0)682763723 (Mobile)

**E-MAIL** : [gihandezoysa@yahoo.com](mailto:gihandezoysa@yahoo.com)

**DATE OF BIRTH** : 11th February 1978

**RELIGION** : Roman Catholic

**NATIONALITY**  : Sri Lankan/ Dependent (Tanzania)

**CIVIL STATUS** : Married

**HEIGHT** : 5’8”

**WEIGHT** : 80Kg

**SEX**  : Male

**SCHOOL**  : De Mazenod College, Kandana. Sri Lanka

**EDUCATIONAL**

**QUALIFICATION** : Passed G.C.E. (O/L) 1994

Passed G.C.E. (A/L) 1997

**PROFESSIONAL**

**QUALIFICION** : Successfully completed the program of studies of

Postgraduate Degree Hospitality Management Specialized

In food and beverage Service Conducted by Asia Lanka

International Hotel School Colombo, Sri Lanka

Upon completed program of studies worked six month as

Industrial Management Trainee at Five Hotels in Colombo

as part of Degree program.

: Followed HND in Food and Beverage management conducted by AEC hotel management school in Singapore. .

**Language Skills**

: Fluent in English and Sinhala (Mother tongue) Intermediate of Kiswahili

**WORKING**

**EXPERIENCE:**

**Cluster GM/ Country Director**

**YY Resorts and Lodges Africa**

**(Property Occupancy 60%/ GOP40%)**

**Zanzibar, Tanzania**

**Since October 2020**

* Ensure full compliance to Hotel operating controls, SOP’s, policies, procedures and service standards.
* Lead all key property issues including capital projects, customer service and refurbishment.
* Handling complaints, and oversee the service recovery procedures.
* Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, [Marketing](https://setupmyhotel.com/homepage/hotel-management-glossary/marketing.html) & Sales [Plan](https://setupmyhotel.com/homepage/hotel-management-glossary/meal-plan.html) and Capital Budget.
* Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
* Ensure all decisions are made in the best interest of the hotels and management.
* Deliver hotel budget goals and set other short and long term strategic goals for the property.
* Developing improvement actions, carry out costs savings.
* A strong understanding of P&L statements and the ability to react with impactful strategies
* Closely monitor the [hotels business reports](https://setupmyhotel.com/formats/reports-used-in-hotels/fo-report/173-dailybusreport.html) on a daily basis and take decisions accordingly.
* Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.
* Maximizing room yield and hotels / [resort](https://setupmyhotel.com/homepage/hotel-management-glossary/resort.html) revenue through innovative sales practices and yield management programs**.**

**Resort General Manager**

**Re-Posting Landmark Beach Resort(83 keys 4\* Beach Resort) Since June 2019 ( Currently out of office due to COVID -19 impact from Sept 2020) – Property Occupancy 55%-60%/ GOP40%**

* Lead all key property issues including capital projects, customer service and re-posting activities and development plans.
* Hold regular briefings and meetings with all head of departments.
* Ensure full compliance to Hotel operating controls, SOP’s, policies, procedures and service standards. .
* Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.
* Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction KPIs are met and exceeded.
* Ensure all decisions are made in the best interest of the hotels and management.
* Deliver hotel budget goals and set other short and long term strategic goals for the property.
* Developing improvement actions, carry out costs savings.
* Closely monitor the hotels business reports on a daily basis and take decisions accordingly.
* Ensure that monthly financial outlooks for Room, Facilities, Food & Beverage, Admin & General, on target and accurate.
* Maximizing room yield and hotels / resort revenue through innovative sales practices and yield management programs.
* Draw up plans and budget (revenues, costs, etc.) for the owners. .
* Act as a final decision maker in hiring a key staffs. .
* Be accountable for responsibilities of department heads and take ownership of all guest complaints.
* Provide effective leadership to hotel senior executive and team members.
* Corporate client handling and take part in new client acquisition along with the sales team

**Pre-Opening General Manager/ Country Director**

**Thrive Hospitality Alliances**

**At Present Since June 2016**

**Latest Completed projects**

**Ngalawa Hotel & Beach Resort(60 keys 5\* Resort) -June 2016 to July 2017**

**The Aiyana Resort & Spa(36 pool villas 5\* Deluxe High end Resort) -July 2017 to May 2018**

**Property Occupancy 65-70% / GOP-60**

**Pre-opening Ngorongoro Coffee Lodge(26 keys 5\*Lodge )/Villa Mauwa boutique(20keys 4\*hotel ) -May 2018 to May 2019- Property Occupency-75%/ GOP 60% (Both properties)**

* Create and establish the property on defined target markets, business management and develop and fulfill the defined business plan at a hotel and company level
* Actively participate in the development of all key managerial positions and manage effectively labor turnover, recruitment and employee development within budgeted parameters.
* Provide consultancy, advisory and design programs to bridge the gap between current and desired situation
* Forecasting project profitability ,defining the right hotel concept, developing business strategies and running the project optimally
* The improvement of job performance of operation team by identification of training through SOP manual, and operability needs and increasing of employees motivation.
* Menu engineering, pricing and maintain cost effective logistic/procurements
* Maximize revenue for the f&b outlets, through innovative promotional activities, focused guest research, creativity and innovation and promotions and development of new products and service
* Monitoring customer satisfaction, through review of standardized feedback forms, and just as importantly
* by spending time directly with the guests and ensuring their needs are being met and expectations exceeded Assisting in residential sales as required to discuss the resort and development with strong sales prospects
* Maximizing room yield and resort revenue through innovative sales practices and yield management programs
* Establishing annual and quarterly budgets and revenue projections, with regular updating

**Pre-Opening General Manager**

**Ngalawa hotel & Beach Resort(60 Keys 5\* Resort) Property Occupancy- 70% / GOP 45%**

**Zanzibar Island, Tanzania**

**June 2016 to July 2017**

**(One year Pre-Opening project Contract)**

* Establish pre-opening plan and budgets to manage overheads and costs
* Create and establish the property on defined target markets, business management and develop and fulfill the defined business plan at a hotel & company level
* Leading the resort as its “brand standard bearer”, epitomizing the brand personality and working consistently to ensure the hotel is run impeccably
* Overseeing and managing all departments, working closely with department heads on a daily basis
* Monitoring customer satisfaction, through review of standardized feedback forms, and just as importantly
* by spending time directly with the guests and ensuring their needs are being met and expectations exceeded Assisting in residential sales as required to discuss the resort and development with strong sales prospects
* Maximizing room yield and resort revenue through innovative sales practices and yield management programs
* Establishing annual and quarterly budgets and revenue projections, with regular updating

**General Manager**

**Re- Posting**

**The Seyyida Hotel & Spa(20 Keys 4\*) / konokono beach resort (26 villas5\* Boutique Resort)**

**Zanzibar Island,Tanzania Property Occupancy 70-75% / GOP 55% (Both properties)**

**December 2014 June 2016**

* **Responsible for entire Resort operations and Planning, organizing accommodation, catering and other Resort services, Promoting and marketing business.**
* **Managing budgets and financial plans as well as Controlling expenditure. Analyzing sales figures and devising marketing and revenue management strategies.**
* **Create and establish the property on defined target markets, business management and develop and fulfill the defined business plan at a hotel and company level**
* **Design effective and successful sales, pricing, distributions and yielding strategies to achieve and enhance profitability**
* **Be fully involved operationally with high visibility in the day to day business of the Resort  
  Set effective systems and controls to ensure the consistent smooth running of departments**
* **Actively participate in the development of all key managerial positions and manage effectively labor turnover, recruitment and employee development within budgeted parameters**
* **Create, maintain and encourage excellent public and employee relations**
* **Establish a proactive approach to the selling, marketing and merchandising of the full portfolio of activities throughout the Resort**
* **Carrying out inspections of property and services. Ensuring compliance with licensing laws, health and Safety and other statutory regulations**
* **Implementation of new menus / Related control system Revenue and Sales Management Kitchen Budgeting & Cost Optimization Recipe Standardization Food Cost Maintenance Menu Engineering**

**General Manager**

**Hotels and lodges (T) Ltd**

**Ngorongoro Wildlife Lodge (80 Keys 4\*Luxury Lodge)**

**Arusha,Tanzania Property Occupancy 80-85% / GOP-45%**

**January 2012 to December 2014**

* Responsible to over roll operations and Planning and organizing accommodation, catering and other hotel services, Promoting and marketing business.
* Welcoming the clients during arrivals and Dealing with customers complaints and comments.
* Checking the menus and the quality of the foods and Implementation of new menus Relate control system revenue and sales management Budgeting and cost optimization.
* Attending daily meeting with the HOD’s and discussing about how to improve the standard of the property and customer satisfaction.
* Keep good communication with sales team about how to generate the revenue
* Checking the room standard and hygienic
* Setting and achieving sales and profit targets and analyzing sales figures and devising marketing and revenue management strategies
* Check the consumption of the beverage and make promotions to upselling the products
* Daily and weekly entertainment follow up with the animation team
* Follow up the departmental trainings with HOD’s and sop's development and concept Development.
* Implementation of new menus related control system revenue and sales management Kitchen budgeting and Cost Optimization Recipe Standardization Food Cost Maintenance menu engineering material management kitchen operations.

**EAM i/c-Food & Beverage**

**The Fortress Resort Galle, Sri Lanka (51 Keys 5\* +Boutique Resort)**

**(SLH and Kiwi Collections) Property Occupancy 75-80% / GOP 55%**

**August 2010 to January 2012**

• Define F&B standards regarding quality of product and service and identify and recommend new products, equipment and amenities to enhance the product quality   
• Coordinate with hotels’ Service Executives all new initiatives related to special events, corporate promotions and corporate directives in order to ensure proper follow through   
• Recommend changes in the F&B outlet pricing strategy, based on competition analysis and customer expectations and analyze and monitor the F&B profitability on a regular basis and recommend corrective actions   
• Maintain a high level of awareness on industry best practices / trends regarding food, service, technology and entertainment in F&B   
• Ensure that the F&B policies are adhered to and transferred to the colleagues by the F&B Leaders   
• Follow up and liaise with the vendors to ensure that all new equipment specifications and / or operating equipment arrive on time and are supported with the necessary procurement steps   
• Liaise with Marketing & Communications to surface up creative angles on how to position and launch various F&B initiatives   
• Play a lead role in developing the F&B training manuals

**Food & Beverage Manager**

**Pre-opening**

**Plan Hotel**

**Diamond Dream of Zanzibar (151 Keys 5\* Deluxe Resort)**

**July 2009 to July 2010**

* Oversee entire operations of Food & Beverage department
* Maintain exceptional levels of customer service
* Recruit, manage, train, and develop the team
* Assist with annual and mid-year appraisals with team members under my responsibility
* Manage guest queries in a timely and efficient manner
* Work within budgeted guidelines
* Assist in setting departmental targets and objectives, work schedules, budgets, and policies and procedures
* Develop menus with other members of Food & Beverage team
* Accountable for monthly stock takes
* Incentivize team members to maximize sales and revenue
* Conduct regular training sessions with the assigned team in line with departmental SOP’s
* Comply with hotel security, fire regulations and all health and safety legislation
* Assist other departments wherever necessary and maintain good working relationships

**Food & Beverage Manager**

**Good Wood Plaza Hotel Sri Lanka(45 Keys 4\* Transit Hotel)**

**May 2009 to July 2009**

* Oversee operations of Food & Beverage outlets
* Maintain exceptional levels of customer service
* Recruit, manage, train, and develop the team
* Assist with annual and mid-year appraisals with team members under your responsibility
* Manage guest queries in a timely and efficient manner
* Work within budgeted guidelines
* Assist in setting departmental targets and objectives, work schedules, budgets, and policies and procedures
* Develop menus with other members of Food & Beverage team
* Accountable for monthly stock takes
* Incentivize team members to maximize sales and revenue
* Comply with hotel security, fire regulations and all health and safety legislation
* Assist other departments wherever necessary and maintain good working relationships

**Bar Manager**

**Hilton Al Hamara Beach and Golf Resort Ras Al Khaimah.U.A.E (266 Key 5\* Beach Resort)**

**(Member of the Leading Hotels of the world)**

**July 2008 to April 2009**

* Recruiting, training and motivating staffs
* Handelling regular stock-takes and ordering as necessary Handling deliveries including special-event setups, prices, stock and inventory control
* Maintaining the condition of beer and wine, beverages Overseeing or liaising with the kitchen
* Keeping up to date with licensing legislation, liaising with the authorities and taking overall legal responsibility for the premises
* Enforcing health and safety rules, food hygiene and health and safety standards within the outlets
* Adhering to budgets, increasing profits and managing cash flow
* To establish and maintain high standards of quality service, guest relations and meet the required revenue target within the respective beverage outlets

**Bar Captain**

**Pre-opening**

**Ibetotel Miamar Al Aqah Beach Resort Fujairah U.A.E( 361 Keys 5\* Beach Resort)**

**August 2007 to July 2008**

* Over roll look after the Beverage outlets operations
* Training and motivating the staff
* Follow up the Beverage menu with Bar Manager/F&B manager
* Follow up daily/weekly/monthly consumption analysis
* Daily check the Beverage consumption inventory control

**Bartender**

**2000 Millennium Discotheque Singapore**

**During my Studies at AEC Business School in Singapore**

•Perform all necessary tasks to service beverages according to the standard of performance manual of the hotel   
•Achieve total guest satisfaction and organizational profitability through effective utilization of all resources   
•Delight the guest by offering trend setting and innovative products and services and contribute to sales activities and assist in maximizing revenue   
•Set up the bar and prepare all mise-en-place for service   
•Clean the bar and all equipment to the required standards and maintain this cleanliness throughout service   
•Extend prompt services to all guests and treat guests and colleagues in a polite and courteous manner.

**Senior Bartender**

**Cinnamon Grand Colombo Sri Lanka(501 Keys 5\* Luxury City Hotel)**

**April 2004 to April 2007**

•Perform all necessary tasks to service beverages according to the standard of performance manual of the hotel   
•Conduct weekly training sessions on beverage pouring practice, cocktail mixing, bottle flaring and up-selling   
•Achieve total guest satisfaction and organizational profitability through effective utilization of all resources   
•Work towards the timely set up of the bar areas and the completion of all mise en place works, in line with the opening hours   
•Delight the guest by offering trend setting and innovative products and services, contribute to sales activities and assist in maximizing revenue   
•Prepare Store requisitions and Bar requisitions   
•Handle guest complaints directly or refer them to the Bar Manager   
•Extend prompt services to all guests and treat guests and colleagues in a courteous manner.

**Bartender**

**Hilton Colombo, Sri Lanka(381 Keys 5\* Luxury City Hotel)**

**November 1999 to July 2003**

•Perform all necessary tasks to service beverages according to the standard of performance manual of the hotel  
•Conduct weekly training sessions on beverage pouring practice, cocktail mixing, bottle flaring and up-selling   
•Achieve total guest satisfaction and organizational profitability through effective utilization of all resources   
•Work towards the timely set up of the bar areas and the completion of all mise en place works, in line with the opening hours   
•Delight the guest by offering trend setting and innovative products and services, contribute to sales activities and assist in maximizing revenue   
•Prepare Store requisitions and Bar requisitions   
•Handle guest complaints directly or refer them to the Bar Manager   
•Extend prompt services to all guests and treat guests and colleagues in a courteous manner

**Trainee Bartender**

**Galadari Hotel Colombo, Sri Lanka(450 Keys 5\* Luxury City Hotel)**

**August 1998 to July 1999**

**Industry Trainee/Field Attachment**

**Taj Samudra/Hilton Colombo/Intercontinental Colombo/The Lanka Oberoi**

**May 2007 to July 2018**

I certify that above particulars furnished by are true and accurate to the Best of my knowledge. I am a self motivated person can work any under pursuer if I can get any opportunity in any organization I will do my best to develop my career and the hotel.

………………………….. ………………………..

Date Signature

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**Referees**

**Shall be provide upon request..**