

DUTY MANAGER

We have an exciting opportunity for a Duty Manager to join Cinnamon Life at City of Dreams, part of Cinnamon Hotels & Resorts, Sri Lanka's largest hotel owner with a portfolio of 15 hotels and resorts in Sri Lanka and the Maldives. It is a member of John Keells Holdings PLC, one of the largest listed conglomerates in Sri Lanka.

Reporting to the Manager, Front Office, you will direct, monitor and supervise the day-to-day activities of all sections within the Front Office and other services rendered by other operational departments of the Hotel, ensuring smooth operations and customer service satisfaction in line with the established standards and policies. In your capacity as Duty Manager, you will be responsible for maintaining full awareness of VIP arrivals and departures for the day. Your duties extend to working closely with guests, particularly VIPs and long-stay guests, by greeting, engaging in conversation, and providing assistance with inquiries. One of your key responsibilities will be ensuring exceptional service for VIP guests, including personally inspecting their rooms before their arrival. Your commitment to maintaining high standards and comprehensive awareness will contribute to the overall efficiency and success of the hotel's operations.

Do you possess previous experience in a similar position within a luxury hotel, ideally at a five-star hotel? Do you have strong and effective communication skills? Do you possess high levels of enthusiasm and have the capability to energize a team? Do you have a proactive approach with a vision to make the department a benchmark for others? Are you an individual with an outgoing personality?

If this resonates with you, then we have the perfect opportunity for you to join our team and embark on this incredible journey. Apply now to be a part of an iconic project that is bound to transform the hospitality landscape!

Apply now!

 careers.cinnamonhotels.com



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The John Keells Group is an equal opportunity employer
and we invite applications from suitably qualified individuals to join our Team