



CONTACT

Phone

+94 77 286 2478

Whatsapp

+94 77 286 2478

Email

danushkaarampola1995@gmail.com

Address

No. 143/7, Pahala Hanwella, Hanwella,
Sri Lanka

IT SKILLS

- MS Word
- MS Excel
- MS Powerpoint
- IT Literacy

SKILLS

- Teamwork
- Good communication skills
- Analytical thinking skills
- Able to work under the pressure
- Problem Solving Skills
- Leadership
- Critical Thinking Skills
- Technology skills
- Attention to Detail
- Emotional Intelligence
- Interpersonal skills
- Compassion
- Flexibility
- Creativity

LANGUAGES

English

Sinhala

DANUSHKA DILSHAN ARAMPOLA

Senior Captain

PROFILE

Dedicated and experienced professional with a successful track record in housekeeping supervision, bar waiting, and event coordination. Possessing 5 years of expertise as a Housekeeping Supervisor and 3 years of experience as both a Bar Waiter and captain, I am seeking a challenging role where I can leverage my skills and contribute to the success of a dynamic team.

PROFESSIONAL EXPERIENCE

Senior Captain

Outback Steakhouse Hotel and Paradise Dinsteau, Kuala Lumpur Malaysia
2014 - 2017

Responsibilities and Duties:

- Lead and supervise the team of servers, waitstaff, or banquet staff.
- Provide guidance and direction to ensure smooth operations.
- Ensure excellent customer service by addressing guest needs and concerns.
- Oversee the overall dining experience to ensure guest satisfaction.
- Train new staff members on service standards, hotel policies, and procedures.
- Conduct ongoing training to enhance the skills and knowledge of the team.
- Create and manage staff schedules, considering peak business hours and special events.
- Coordinate with other departments to ensure adequate staffing levels.
- Monitor and maintain quality standards for service, presentation, and cleanliness.
- Address any issues related to service quality promptly.
- Manage inventory of supplies, such as tableware, linens, and other service-related items.
- Place orders for necessary items and ensure stock levels are sufficient.

Bar Waiter and Captain

Outback Steakhouse Hotel and Paradise Dinsteau, Kuala Lumpur Malaysia
12th September 2014 - 15th December 2017

Responsibilities and Duties:

- Greet customers in a friendly and welcoming manner.
- Take drink orders from patrons and make recommendations if needed.
- Deliver drinks quickly and accurately. Enter beverage orders into the point of sale (POS) system.
- Ensure accuracy of billing and payment processes
- Keep the bar area clean and organized.
- Wash glassware and utensils.
- Restock strip supplies as needed.
- Oversee and coordinate the activities of bar staff.
- Delegate tasks to bar waiters and support staff.
- Train new bar staff on standard operating procedures, including customer service, order processing, and cleanliness standards.
- Provide ongoing training to existing staff to improve skills and efficiency.
- Monitor and manage bar inventory, including alcoholic and non-alcoholic beverages, as well as bar supplies.
- Place orders for replenishing stock and maintain par levels.
- Monitor the cleanliness and hygiene of the bar area.

PERSONAL INFORMATION

- **NAME IN FULL**

Dasanayakage Danushka Dilshan Arampola

- **DATE OF BIRTH**

23rd December 1995

- **GENDER**

Male

- **CIVIL STATUS**

Married

- **NATIONALITY**

Sri Lankan

- **PASSPORT NUMBER**

N5479590

REFERENCE

- **Mr. Madumal Bandara Moragoda**

EKH / Manager,

Asiri Medical Hospital,

Colombo 05.

Tel: +94 77 301 5149

House Keeping Supervisor

Lanka Hospital, Sri Lanka

2019 - Now Working

Responsibilities and Duties:

- Oversee and coordinate the work of housekeeping staff.
- Train, mentor, and motivate team members.
- Schedule and assign duties to ensure adequate coverage.
- Inspect rooms, common areas, and facilities to ensure cleanliness and adherence to standards.
- Monitor and control inventory of cleaning supplies and equipment.
- Place orders for supplies as needed.
- Assist in developing and managing the housekeeping department budget.
- Conduct performance evaluations and provide feedback.
- Work closely with the front desk and other departments to meet guest needs.
- Participate in guest service initiatives and programs.
- Maintain records of cleaning activities and staff performance.
- Generate reports as needed for management.

PROFESSIONAL QUALIFICATIONS

Certificate in Hotel Management and Hospitality

Victoria International College, Malaysia

2nd December 2016

Diplom in Computer (Completed)

Kekirawa English Academy

2012

Certificate in English Language

Britishway English Academy

22nd February 2016

Certificate in Spoken English

Kekirawa English Academy

2012

EDUCATION QUALIFICATIONS

General Certificate of Education (Ordinary Level) Examination

Department of Education in Sri Lanka

2011

General Certificate of Education (Advanced Level) Examination

Department of Education in Sri Lanka

2014

I hereby state that all the information noted above is accurate to the best of my beliefs and I take full responsibility for the correctness of the information.

Dilshan Arampola