



INDRAJITH VITHANA ARRACHCHIGE

RESERVATIONS MANAGER

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UAE

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**Email:**

tambara.gimsara@gmail.com

SKILL HIGHLIGHTS

- Team Management
- Customer Satisfaction
- Booking Management
- Room Rate Management
- Service up-selling
- Reception Management
- Guest conflict Management
- Administrative support
- OTA's, Fastbooking, Sabre, Synaxis Channel Manager
- Fidelio, Comanche and Opera PMS
- MS Word, Excel, Outlook and PowerPoint

PROFILE

Strategic-minded **Reservations Manager** with over 15 years' experience in the Hospitality Trade. Adept in using up-sell strategies to upgraded rooms to increase revenue. Excellent leadership and training skills. Hardworking with expertise in the Front Office Operations, Sales and Reservations.

Talented hotel management professional motivating high-performing hospitality teams. Delivers first-class customer experiences through focused staff and service direction. Skilled in planning and leadership to achieve profit and performance targets.

PROFESSIONAL EXPERIENCE

Reservations Manager**| 01 June 2017– 31 March 2023**

Centara Ceysands Resort and Spa - Bentota, Sri Lanaka

- Managed central reservations, rate plans, and promotions
- Provided exceptional guest service and effective problem-solving
- Trained a team of four for swift email bookings and accurate room inventories
- Maximised revenue through sales, upselling, and negotiation
- Handled phone inquiries professionally, including bookings and queries
- Coached staff in customer service and complaint management
- Used smart upselling techniques during check-in to increase purchases
- Managed administration tasks and record-keeping
- Handled guest complaints politely and retained customers
- Educated staff on rates, segments, and promotions
- Accommodated guests with diverse needs based on availability
- Projected hotel revenue for accurate financial forecasting
- Improved business revenue through strategic marketing
- Monitored hotel market pricing to stay competitive

Front Office Manager**| 2016 - 2017**

New Kabalana Beach Hotel & Spa (boutique) Sri Lanka

- Managed staff training and onboarding, coaching in customer service techniques, best practices and complaint management.
- Successfully maximised revenue through excellent sales techniques, upselling and negotiation
- Managed administration duties, including updating records, filing bookings and other tasks as required
- Used smart upselling techniques to increase customer purchases, including room upgrading and service add-ons when checking in.
- Handled guest complaints in a polite and friendly manner, providing effective solutions to maintain customer retention.
- Answered phones politely and professionally, dealing with matters including bookings and general queries.
- Kept front desk organised, clean and presentable to maintain an excellent first impression for guests.
- Educated staff on rates, segments and promotions to provide solid knowledgebase for when guests made inquiries.
- Oversaw group bookings and meeting room bookings to avoid scheduling mishaps by reviewing schedules daily.
- Oversaw daily hotel operations and promptly fixed issues or process issues with Improved solutions

EDUCATION

Diploma in Hospitality Management | 1995 – 1998

Colombo School of Catering & Hotel
Management - Colombo, Sri Lanka

Advance certificate of Education Level | 1994

Vidyaloka Collage, Galle, Southern, Sri
Lanka

Ordinary certificate of Education Level | 1991

Vidyaloka Collage, Galle, Southern, Sri
Lanka

PERSONAL DETAILS

Name: V.A.I.U.K De Silva
Nationality: Sri Lankan
Marital Status: Married
Gender: Male
Language: Professional English
Native Sinhala

NON-RELATED REFERENCES

★ Ms. Maria Cristina Cesario
Director of Sales & Marketing
+39 347 7222 694
+971 5087 34046
mariacristina.cesario@yahoo.it

★ Mr. Chamika De Silva
Director of Sales (former)
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Reservations Coordinator (Supervisor grade)

Constance Halaveli Resort and Spa, Maldives

| 2014 – 2016

Reservations Coordinator

One&Only Reethi Rah Resort & Spa, Maldives

| 2011 – 2013

Reservations Agent

One&Only Reethi Rah Resort & Spa, Maldives

| 2008 – 2010

Reservations Agent (Senior Level)

Kuredu Island Resort & Spa, Maldives

| 2005 – 2007

Reservations Assistant

Ramada International Hotel Doha – Qatar

| 2004 – 2005

Front Office Receptionist

Club Horizon (Managed by Confifi Group) in Koggala, Sri Lanka

| 2000 – 2003

Front Office Receptionist

Closenburg Hotel in Galle, Sri Lanka

| 1998 – 2000

ACHIEVEMENTS

- Consistent best performer within the Constance Group from the Reservation Assessment conducted by the LHW and LRA worldwide with an average of score 96% in 2015
- Gold and Silver performance certificate awards Reservation Assessment from the IFH in 2011 and 2012 at One&Only Reethi Rah, Maldives

ACADEMIC QUALIFICATIONS

- An Advance Excel Training session at RH Training and Development in Sri Lanka in 2022.
- One-year computer course at Open University of Sri Lanka
- A course in English typing with 40 – 50 words per minute in 1996