



Romola Madawela

HOTELIER, FOOD & BEVERAGE

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PROFILE

I consider myself a passionate, result-driven, and confident individual with a strong work ethic. I believe my past experiences, expertise, and dedication to my craft have influenced my personal development; it has taught me to be adaptable, resourceful, and comfortable in diverse settings. I am an ambitious, creative and self-motivated individual that believes hard work always pays off.

REFERENCES

KAPILA MOHOTTI

Head Of Department - Food & Beverage

Hilton, Colombo

Kapila.mohotti@hilton.com

+94 777 289 376

~~MAHESH FERNANDO~~

~~Area General Manager, Sri Lanka~~

~~Hilton, Colombo~~

~~Manesh.fernando@hilton.com~~

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WORK EXPERIENCE

RESTAURANT MANAGER, SUNSETBLU

Jan 2021 - Present

Hilton, Colombo

- Actively involved in the Pre-opening of Colombo's first-day club, SunsetBlu
- Primarily managing one of the biggest bars in Colombo generating high revenues while keeping up to date with market & social media trends to capture a wide customer base
- Demonstrate exceptional customer service and delight guests while effectively managing large volumes of customers & their safety averaging 750 persons at peak
- Monitoring and balancing stocks / inventory against sales and regulations
- Actively widening my knowledge and management skills in the "night life" operation

RESTURANT MANAGER, CAFE KAI

Feb 2019 - Jan 2021

HiltonColombo

- Successfully promoted to Restaurant Manager after one year of serving as Assitant Restaurant Manger
- Primary responsibility was to ensure the smooth day-to-day operations at Café Kai while maintaining the highest level of customer service
- Responsible for managing staff roster, training and developing the team, and optimizing productivity
- Responsible for managing seasonal events such as Christmas, Valentine's day, and Easter while maintaining efficient service
- Ensuring guest satisfaction and maintaining long-term business relationships with stakeholders
- Proactively involved in implementing the Hilton delivery service during the Pandemic
- Monitor and manage team morale to achieve KPIs

SEA MANAGEMENT TRAINEE, FOOD & BEVERAGE

Aug 2017 - Feb 2019

Hilton Colombo

- Primarily working as a supervisor in the Food and Beverage department by effectively running day-to-day operations in a variety of outlets, demonstrating exceptional customer service
- completed a rotational program where I received hands-on experience working in all departments and business functions
- Proactively participated in major events such as Oktoberfest and New Year's Eve
- completed a certified training and a 6-month long exposure training at DoubleTree by Hilton Kuala Lumpur Malaysia
- Graduating as Assistant Restaurant Manager in Kota Kinabalu, Malaysia

TEAM CAPTAIN, GRAZE KITCHEN

March 2017- Aug 2017

Hilton Colombo

- Responsible for efficiently managing the team and monitoring their performance
- Responsible for training and development of new team members
- Overlooking operations in designated stations
- Monitoring attendance of team and finalizing timesheets

CUSTOMER SERVICE AGENT

Sep 2014- Dec 2015

Rocco's Itlian Resturant

- Proactively involved in the day to day operations
- Maintaining customer database
- Responsible for training team on brand standards and widening industrial knowledge
- maintaining the highest level of customer service.

EDUCATION

ADVANCE DIPLOMA IN HOSPITALITY MANAGEMENT

Feb 2014- Feb 2016

William Angliss Institute, Sri Lanka

G.C.E ORDINARY LEVEL

May 2012

Ladies' College, Colombo

SKILLS

Adaptability
Time Management
Interpersonal Skills
Problem Solving

HOBBIES

Fitness
Travel
Mixology
Swimming
Cooking