



## ASSISTANT DUTY MANAGER – OPERATIONS

SriLankan Catering Limited, a fully owned subsidiary of SriLankan Airlines with ISO 9001:2015, ISO 14001:2015, ISO 22000:2018 (HACCP), and also with the Halal Certification, is the sole caterer to International Airlines. The company counts to its credit several national and international awards, including five Mercury Awards from the International Travel Catering Association (ITCA). The company is equipped with a state-of-the-art Flight Kitchen for the production of food and beverage to the highest quality standards.

We are looking for energetic, enthusiastic, self-motivated person for the above post of **Assistant Duty Manager – Operations** to look after the daily operations of Operations Division. The successful candidate will be responsible to support the management and deliver superior customer service at Airside. Assistant Duty Manager is to manage day-to-day operations throughout all Operational functions and often liaise with all other Managers and Executives to ensure smoother operations and compliances while reporting to Manager Operations.

### **Duties and Responsibilities:**

- Overseeing of delivery of consistent quality of customer service, by control of all cost through effective resource utilization.
- By ensuring base shift, scheduling matches the customer demand henceforth, provide day to day leadership and direction in respective shifts to deliver consistent, safe, reliable operations and service.
- Be in the forefront, lead/direct all service deliverables, and provide necessary service recovery as and when required.
- Always act in the best interest of the company, thus be accountable to meet all company standards, Legislative, Legal regulations, Ramp, Ground Safety and other Airside Regulations and take appropriate measure to report in case of non-conformity. Thereby, report such deviations to the management team appropriately.
- Lead and conduct shift briefings by ensuring all necessary information are cascaded to all staff at operations. Shall act as the single point of contact/authority when the senior managers are not available during the night shift and weekend.
- Act as an important link between all Airside Authorities and SriLankan Catering thereby, liaison with such authorities with utmost professionalism and resolve issues pertaining to service delivery.
- Be responsible for the entire company's procedures during the night shift and the weekend where the senior management is not available to make appropriate decision-making.
- Create, manage, sustain a culture that promotes performance and safety through daily observations, shift briefings, routine audits, training and documented safety procedures. Therefore, formulate procedures for use in event of accidents, and near misses while maintaining records in all such occasions.
- Nurture, guide, and motivate all new recruits and take effective measures to reduce labour turnover. Be the appraiser of performance of subordinates annually/bi-annually.
- Incorporate new process improvements through benchmarking, self-learning and through company training activities, thereby if required, reengineer processes for further improvements and ensure continuous improvement by inculcating such practices into the floor culture.
- Manage assigned outsourced employee performance and resolve conflicts arises in the operational floor on a day to day basis and professionally liaise with outsources supervisors and ensure agreed head counts are being supplied daily.
- Attend meetings, forums, trainings as requested by the management and cascade the learning in a positive manner to all operations.
- Periodically perform training need analysis, thereby understand/report the requirements to optimize the performance levels and cross train staff to standardize skill levels.

### **Required Qualifications & Skills:**

- A Degree from a recognized University or be a graduate from Ceylon Hotel School or recognized overseas Hotel School.
- Credit passes for English and Mathematics for G.C.E. (O/L) and G.C.E. (A/L) qualification.
- Minimum 4 years' or more experience in Executive Level in Star Class Hotel or a reputed Food Sector or Catering Industry.
- Excellent communication, leadership, negotiation and analytical skills.
- Sound planning and organizing skills coupled with a methodical approach to work.
- High level of IT literacy to handle day-to-day activities.
- Training capability and knowledge on ISO Standards.
- Should be below 40 year.

The selected candidate can be assured of an attractive and enhanced remuneration package with fringe benefits.

If you feel you have the required skills and experience for the job, please e-mail your resume to [careers@srilankacatering.com](mailto:careers@srilankacatering.com) including 02 non-related referees or send by post indicating the position applied for on the top left-hand corner of the envelope to below address within 10 days from the date of this advertisement.

### **Assistant Manager - Human Resources & Administration**

SriLankan Catering Ltd

PO Box 07

Airline Centre, Bandaranaike International Airport

Katunayake

Please visit us on [www.srilankacatering.com/careers](http://www.srilankacatering.com/careers) for more details.