

Job Description

We are seeking a dynamic, enthusiastic, and self-motivated individual of high integrity to join our team as **Service Supervisor**. The ideal candidate will possess strong professional qualifications, a solid work ethic, and exceptional communication skills. Reporting directly to the Manager- Airport Restaurant, Lounges & Transit Hotel, the successful candidate will play a key role in enhancing efficiency and productivity.

- Handle entire customer base of Airport Restaurant, Public Restaurant, VIP & other lounges by giving an excellent service.
- Handle the staff operation of the Airport Restaurant in efficient manner to ensure maximum capacity.
- Deploying and supervising all Food & Beverage staff to obtain maximum output in Airport Restaurant & all Lounges.
- Maintain high standards in all VIP & VVIP lounges while ensuring a remarkable service.
- Ensure proper documentation process for Airport Restaurant & all lounges as per SOPs.
- Supervising waste disposal process & maintain cleanliness at all times as per hygiene standards.
- Manage daily canteen operations to ensure smooth and efficient service.
- Ensure food quality, portion control, and presentation standards are consistently maintained.
- Monitor compliance with hygiene, food safety, and health regulations at all times.
- Manage and supervise canteen staff, including duty rosters, attendance, and performance.
- Handle customer feedback and complaints promptly and professionally.
- Coordinate with kitchen staff to ensure timely preparation and service of meals.
- Monitor stock levels, place requisitions, and ensure proper storage of food and supplies.
- Control costs by minimizing wastage and ensuring efficient use of resources.
- Ensure cleanliness and proper maintenance of canteen premises, equipment, and utensils.
- Prepare and submit daily/weekly reports related to sales, consumption, and staff attendance.

Requirements

- Passed G.C.E. (A/L) with Full or Part Professional Qualification with 5 years' experience in the relevant field.
OR
- 06 Passes for G.C.E. (O/L) including English & Mathematics with 5 years' experience in the relevant field.
- A Diploma in Food & Beverage from a recognized university / Hotel School.

Benefits

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

Job Information

Grade

6

Division Name

Restaurant Division

Date Opened

24/12/2025

Application Closing Date

13/01/2026

Job Type

Full time

Industry

Hospitality

City

Katunayake

Province

Western Province

Country

Sri Lanka

Postal Code

11450