



## LOUNGE EXECUTIVE Emirates Lounge

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 **Lounge Executive** to look after the daily operations of Emirates Lounge. The successful candidate will be responsible for security, safety and hospitality towards passengers in accordance with Emirates Airlines / SriLankan Catering Standards and other regulations of regulatory bodies such as Airport & Aviation Services Sri Lanka (AASL) and Civil Aviation Authority (CAA) while reporting to Manager - Airport Restaurant, Lounges & Transit Hotel.

### **Duties and Responsibilities:**

- Plan, supervise, deliver and present the food and beverages as per the Emirates' Lounge food specification & supervise, guide and coach the assigned staff to ensure an efficient operation of the lounge.
- Interact with customers by explaining the food and beverages on offer, identify needs, and make recommendations to meet the exact needs of premium customers.
- Manage the service, cleaning / kitchen staff and all other resources in close collaboration with the Emirates Lounge team to deliver a superior product and services that delight all customers and ensure smooth Lounge operation.
- Ensure all customers are offered a highest quality of service through assigned staff and continuous improvement to product and services. Constantly seek customer feedback and opportunities to develop the lounge product and communicate to Emirates Management.
- Responsible for the presentation of all food and beverage, while ensuring quality and quantity are consistently monitored, maintained and display as per set specification.
- Ensure buffet and stock levels of all F&B items are properly maintained and replenished regularly as required and in accordance with Food Safety standards.
- Provide training and guidance to service staff & oversee staff performance, train and coach staff to ensure a smooth operation.
- Ensure personal and food hygiene / housekeeping standards in the food service areas of the lounge and kitchen as per the Emirates Hygiene & Safety standards.
- Interact with Lounge customers to gain feedback on service/product. Communicate findings to Emirates team in a timely manner and liaise with them for any irregularities and other important information that impact the lounge operations.
- Communicate product, service and customer issues to the Emirates team in order to take corrective action in timely manner.
- Ensure all assigned staff complies with the documentation requirements of updating worklog, records and timesheets to ensure smooth operation.

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

- A Degree from Hotel School or Hotel Management Institute on Food & Beverage.
- Credit passes for English and Mathematics for G.C.E. (O/L) and G.C.E. (A/L) qualification.
- Minimum 4 years' experience in Executive Level in Food & Beverages at a Star Class Hotel.
- Excellent writing, communication, leadership, negotiation and analytical and problem solving 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 years.

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@srilankancatering.com](mailto:careers@srilankancatering.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.srilankancatering.com/careers](http://www.srilankancatering.com/careers) for more details.