

# GIHAN MADUSHAN

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## SUMMARY

Experienced in overseeing daily operations, optimizing workflows, and ensuring exceptional guest experiences within fast-paced environments. Proven ability to lead and motivate teams to achieve and exceed sales targets while maintaining high standards of service quality and efficiency. Possesses excellent communication, problem-solving skills, with a keen eye for detail and commitment to delivering excellence in all aspects of management. Experienced Restaurant Manager with strength in delivering high and consistent standards of customer service. Demonstrates strong skills in evaluating employee performance and providing training and guidance to leverage customer satisfaction. Brings natural flair for hospitality.

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## EXPERIENCE

**Assistant Restaurant Manager, 01/2021 - 11/2024**

**PEARL ROTANA / CAPITAL CENTRE ARJAAN - Abu-Dhabi, United Arab Emirates**

- Assist in managing daily operations of a high-volume outlets, ensuring seamless service delivery and guest satisfaction
- Resolve guest complaints and issues promptly and effectively
- Manage inventory levels and ordering to minimize waste and ensure adequate supply
- Oversee and train staff in service standards, product knowledge, and guest interaction
- Organised staff rosters to ensure adequate coverage during peak times without overspending on wages.
- Counselling and disciplining staff, addressing issues promptly and providing constructive feedback.

**Head Waiter, 02/2020 - 11/2021**

**PEARL ROTANA - Abu-Dhabi, United Arab Emirates**

**Captain, 07/2017 - 01/2020**

**CENTRO CAPITAL CENTRE - Abu-Dhabi, United Arab Emirates**

**Waiter, 01/2016 - 06/2017**

**CENTRO CAPITAL CENTRE - Abu-Dhabi, United Arab Emirates**

**Waiter, 10/2013 - 10/2014**

**Waiter, 09/2013 - 10/2013**

**CHAC'LATE CAFÉ - Doha**

**Waiter Assistant, 09/2010 - 08/2011**

**MOUNT LAVINIA HOTEL - Mount Lavinia**

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## CONTACT

**Address:** Abu-Dhabi, United Arab Emirates

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**Email:**

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## SKILLS

- Staff leadership
- Front of House (FOH) recruitment
- Team building
- Food hygiene regulations
- Staff supervision
- Health and Safety Compliance
- Point of sale systems
- Cost control expertise
- Post-shift reporting
- Inventory control and record keeping
- Restaurant competitor research
- POS cash register operation
- Employee feedback management
- Passion for delivery
- Kitchen staff coordination
- VIP guest handling
- Employee scheduling
- Produce costings
- Front of House service training
- Customer feedback improvements
- Customer relationship management software
- Bookkeeping

AWARDS

Employee of the Year, 2019

CUSTOM SECTION

Experienced in overseeing daily operations, optimizing workflows, and ensuring exceptional guest experiences within fast-paced environments. Proven ability to lead and motivate teams to achieve and exceed sales targets while maintaining high standards of service quality and efficiency. Possesses excellent communication, problem-solving skills, with a keen eye for detail and commitment to delivering excellence in all aspects of management.

EDUCATION

DIPLOMA OF HIGHER EDUCATION, Food and beverage/Kitchen/Front office/House keeping/IT, 01/2010  
Swiss Lanka Hotel School - Colombo, Sri Lanka

Diploma of Higher Education, Air Cabin Crew  
International Ticketing Academy - Colombo Sri Lanka

LANGUAGES

English: C1  
Advanced

REFERENCES

Wissam Al Shatter  
Director Food and Beverage  
Al Ain Rotana  
Wissamalshatter@rotana.com  
0561069985

- Restaurant layout optimisation
- Table setting standards
- Staff motivation
- Alcohol regulations compliance
- Staff recruitment and training
- Sanitation guidelines
- Operations management
- Performance Management
- Passion for customer satisfaction
- Operational management
- Staff mentoring
- Purchasing decision-making
- Performance evaluations
- Customer Service
- Problem solver
- Dining room preparation
- Time management expertise
- Sales performance monitoring
- Product quality review
- Labour and food cost control
- Understanding of dietary requirements
- Sales techniques
- Order delivery practices
- Staff training and development
- Complaint management
- Team development
- P and L accountability
- Communication mastery
- Ethical judgement
- Shift scheduling
- Staff development and mentoring
- People Management
- Event planning
- Staff coaching
- Customer service best practices
- Stock level monitoring
- Salesmanship techniques