



## WE ARE LOOKING FOR AN **ASSISTANT FRONT OFFICE MANAGER** AT AMAYA LAKE, DAMBULLA

### Requirements

- A Diploma in Hospitality or a related Management qualification would be an added advantage.
- A minimum of two years of experience within a star-class hotel in a similar role.

### Scope

- Monitor and maintain grooming, hygiene and professional conduct standards among Front Office staff while overseeing daily operations.
- Ensure exceptional service by recognising VIP and repeat guests, handling guest complaints effectively and enhancing guest interaction touchpoints.
- Facilitate smooth communication within the Front Office team and with other departments to ensure seamless operational flow.
- Track revenue, costs, profitability and team performance, ensuring targets are met and service quality remains high.
- Ensure adherence to SOPs and Minimum Quality Standards (MQSs), and lead departmental meetings to review processes and address special requirements.

**APPLY BEFORE**  
**7<sup>th</sup> January 2026**

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