



# EXECUTIVE GUEST EXPERIENCE

We have an exciting opportunity for a Executive, Guest Experience to join Cinnamon Life at City of Dreams, part of Cinnamon Hotels & Resorts – Sri Lanka’s largest hotel owner, with a portfolio of 17 hotels and resorts across Sri Lanka and the Maldives. It is a member of John Keells Holdings PLC, one of the largest listed conglomerates in Sri Lanka.

## Key Responsibilities

- Support the delivery of exceptional service standards across all guest touchpoints.
- Coordinate guest requests and communication between operational teams.
- Monitor daily service quality and ensure follow-up on guest concerns and feedback.
- Assist in implementing guest experience initiatives and service improvement programs.
- Maintain records, track guest experience KPIs, and support performance reporting.
- Engage with guests to gather insights and drive personalized service interactions.
- Ensure effective service recovery actions to uphold brand standards.

## Knowledge & Skills

- A qualification in Hospitality Management or a related field.
- 1–2 years of experience in guest relations, front office, or luxury service environments.
- Exceptional communication and interpersonal skills with a naturally guest-centric approach.
- Strong problem-solving ability with a focus on service recovery and guest satisfaction.
- Excellent organizational skills and the ability to multitask in a high-energy environment.
- Proficiency in Opera PMS and familiarity with other hotel systems would be an advantage.
- A proactive, polished, and professional demeanour with strong attention to detail.



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The John Keells Group is an equal opportunity employer  
and we invite applications from suitably qualified individuals to join our Team