

N.R. JAYASURIYA

EXPERIENCED SUPERVISOR | SKILLED IN CUSTOMER SERVICE,
TEAM LEADERSHIP & OPERATIONS

A highly motivated and experienced Supervisor with a strong background in hospitality management, currently overseeing daily operations at Jumpino Kids Park in Doha. Adept at ensuring exceptional customer service, fostering positive guest relations, and ensuring a safe and enjoyable environment for children and families. Proven ability to lead teams, train new employees, and handle guest feedback efficiently to maintain high service standards. Skilled in operational management, staff supervision, and creating a welcoming atmosphere that encourages repeat visits and customer satisfaction.



CONTACT

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Al Wukair, Wakrah, Qatar

WORK EXPERIENCES

SUPERVISOR

JUMPINO TRAMPOLINE PARK - DOHA, QATAR

2022 - PRESENT

- Supervise daily operations, ensuring that guests are warmly welcomed and receive exceptional service, fostering positive customer relations and repeat visits.
- Oversee staff performance, providing guidance and assistance to team members to ensure smooth operation and excellent customer service.
- Coordinate with the management team to optimize guest experience, ensuring all activities and services run efficiently and safely for children and families.
- Conduct regular checks and feedback sessions with guests to monitor satisfaction levels, addressing any concerns promptly and professionally.
- Assist in training new employees, ensuring they understand operational procedures and customer service standards to maintain a high-quality experience for all visitors.

OFFICE ASSISTANT

DIPLOMATIC CLUB - DOHA, QATAR

2019 - 2021

- Greeted guests warmly upon arrival, ensuring a friendly and welcoming atmosphere to establish and maintain excellent customer relations.
- Assisted in managing guest seating and coordinated with the hostess to ensure smooth flow and optimal seating arrangements.
- Provided timely and efficient service, including taking orders, delivering food and beverages, and responding to guest requests to enhance overall dining experience.
- Conducted table visits in the absence of the Manager, ensuring customer satisfaction and addressing concerns promptly to maintain high service standards.

DRIVING

TRAVEL & TOURISM - SRI LANKA

START - 2019

- Safely operated passenger vehicles for local and long-distance travel, ensuring timely pick-up and drop-off of clients and tourists.
- Maintained cleanliness and presentation of the vehicle to meet hospitality and tourism service standards.
- Assisted passengers with luggage handling and provided local area information to enhance their travel experience.

PERSONAL DETAILS

Gender	Male
Civil Status	Single
Nationality	Sri Lankan

EDUCATION

GCE ORDINARY LEVEL EXAMINATION

SRI LANKA

PROFESSIONAL QUALIFICATIONS

INTERNATIONAL HOTEL COOKERY COURSE

INTERNATIONAL HOTEL SCHOOL
COLOMBO - SRI LANKA

SKILLS

- Customer Service
- Team Leadership
- Guest Relations
- Staff Supervision
- Operational Management
- Conflict Resolution
- Event Coordination
- Time Management
- Performance Monitoring
- Safety Compliance

WAITER

LOTUS PARADISE HOTEL - SRI LANKA

2016 - 2018

- Greeted and served guests in a professional, friendly manner, ensuring a positive dining experience and high customer satisfaction.
- Took and processed food and beverage orders accurately, coordinating with kitchen and bar staff to ensure timely service.

BELL BOY

MADISSON HOTEL - LEBANON

2013 -2015

- Welcomed guests upon arrival, assisted with luggage handling, and escorted them to their rooms while providing hotel information.
- Delivered messages, packages, and other guest items promptly and accurately to designated rooms.

WAITER

ALIYA RESORT & SPA - SRI LANKA

2012 - 2013

- Greeted guests warmly and provided prompt, courteous service to ensure a positive dining experience.
- Accurately took food and beverage orders, relaying them to kitchen and bar staff for timely preparation.
- Served meals and drinks in accordance with service standards, ensuring correct presentation and portioning.

HEAD WAITER

ELITE RESTAURANT MANAGEMENT COMPANY - UAE

2010 - 2012

- Supervised and coordinated daily operations of the service team, ensuring high-quality dining experiences for guests.
- Trained, mentored, and evaluated wait staff to maintain service standards and operational efficiency.
- Conducted table visits to monitor guest satisfaction, address concerns, and ensure personalized service.

TEAM LEADER

FOOD & BEVERAGE, AL-ASHAD AIR BASED - IRAQ

2008 - 2009

- Led and motivated a team of service staff to achieve operational targets and deliver exceptional customer service.
- Assigned tasks and monitored performance to ensure adherence to company standards and service protocols.
- Coordinated with management to plan and execute special events, promotions, and high-volume service days.
- Resolved customer issues promptly, ensuring guest satisfaction and maintaining brand reputation.

TECHNICAL SKILLS

- Proficient in Microsoft Word and Excel.
- Skilled in using internet and email for communication and research.
- Strong computer literacy with advanced software knowledge.

LANGUAGES

- English
- Sinhala

DRIVING LICENSE

- Kuwait Driving License
- Qatar Driving License

REFERENCE

- Available on request.