

# SLITHM **t**alk MAGAZINE

Sri Lanka Institute of Tourism & Hotel Management  
Volume 17 | July - September 2022

**COME - TASTE - TANTALIZE**

## **FOOD FESTIVAL**

**FOR WORLD TOURISM DAY 2022**



SRI LANKA INSTITUTE OF  
TOURISM & HOTEL MANAGEMENT

Taking Sri Lanka to Global Heights  
A Journey Towards Excellence in Sri Lankan Hospitality

# Contents

## Features

- P.04** Food Festival for World Tourism Day 2022
- P.08** Improvements & Development Packages that will be Introduced to the SLITHM
- P.12** A Steadfast Journey
- P.14** The Story of SLITHM Laundry
- P.18** Questions to be Posed to a Hotel General Manager
- P.20** Authentic Southern Sri Lankan Cuisine Meets Fusion
- P.23** News and Events July- September 2022
- P.47** How Far is Very Good from Superb?



**Volume 17**  
July - September 2022

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**SRI LANKA INSTITUTE OF  
TOURISM & HOTEL MANAGEMENT**  
Taking Sri Lanka to Global Heights  
A JOURNEY TOWARDS EXCELLENCE IN SRI LANKAN HOSPITALITY



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# EDITOR'S NOTE

Dear Readers,

It gives me immense pleasure to present before you the third issue of our e-Magazine "SLITHM-Talk" for the 2022 year. The first two issues of "SLITHM-Talk" received an overwhelming response from everyone including the readers, our associates and allied stakeholders. SLITHM-Talk is a living document of the Institute carrying intellectual contributions, activities, events, experiences and much more.

"Remember that you will find your treasure wherever your heart is". Some opportunities make us feel alive, engaged, connected and fulfilled. This Editorial journey made me feel that I met the next and improved version of myself. Being the Editor, one of the most important values I learned was maintaining individuality while working in a team. We all are the same but at the same time, we all are unique. When we were able to collaborate on the uniqueness of every team member, it was the moment when we brought out the most astonishing results. This opportunity made me respect the tremendous hard work and dedication every member has put forward. With constant efforts, we can bring the most unique and worth-reading piece of articles to the magazine. I can proudly say, I have learned something new, and I believe all the readers will get inspired by these stories and will be able to follow their hearts to find the most beautiful treasure, the "Passion".

On behalf of our editorial team, I would like to offer a word of thanks to our readers, contributors, authors, editors and anonymous reviewers, all of whom have volunteered to contribute to the success of the journal and also for its



mission to improve the quality of care and research in the form of publication in the sector of hospitality education. We are publishing our magazine four times a year with a particular emphasis on quality, safety and better outcomes of research. I am equally elated to inform you all that SLITHM has been contributing tremendously to improving the quality of research and education in the hospitality sector by publishing its issues regularly. An enormous amount of work has been done towards the development of this journal in the past few years.

I shall do my best to continue the proud tradition of our society newsletter, relying on the outstanding contributions of our editorial team and our contributing writers.

A huge thank you to all the persons who contributed to writing the wonderful and inspiring articles, without which there wouldn't have been this newsletter issue. ♦

A handwritten signature in black ink that reads "Ganga Walpola".

**GANGA WALPOLA**

*Assistant Director - Librarian*

**EDITOR**

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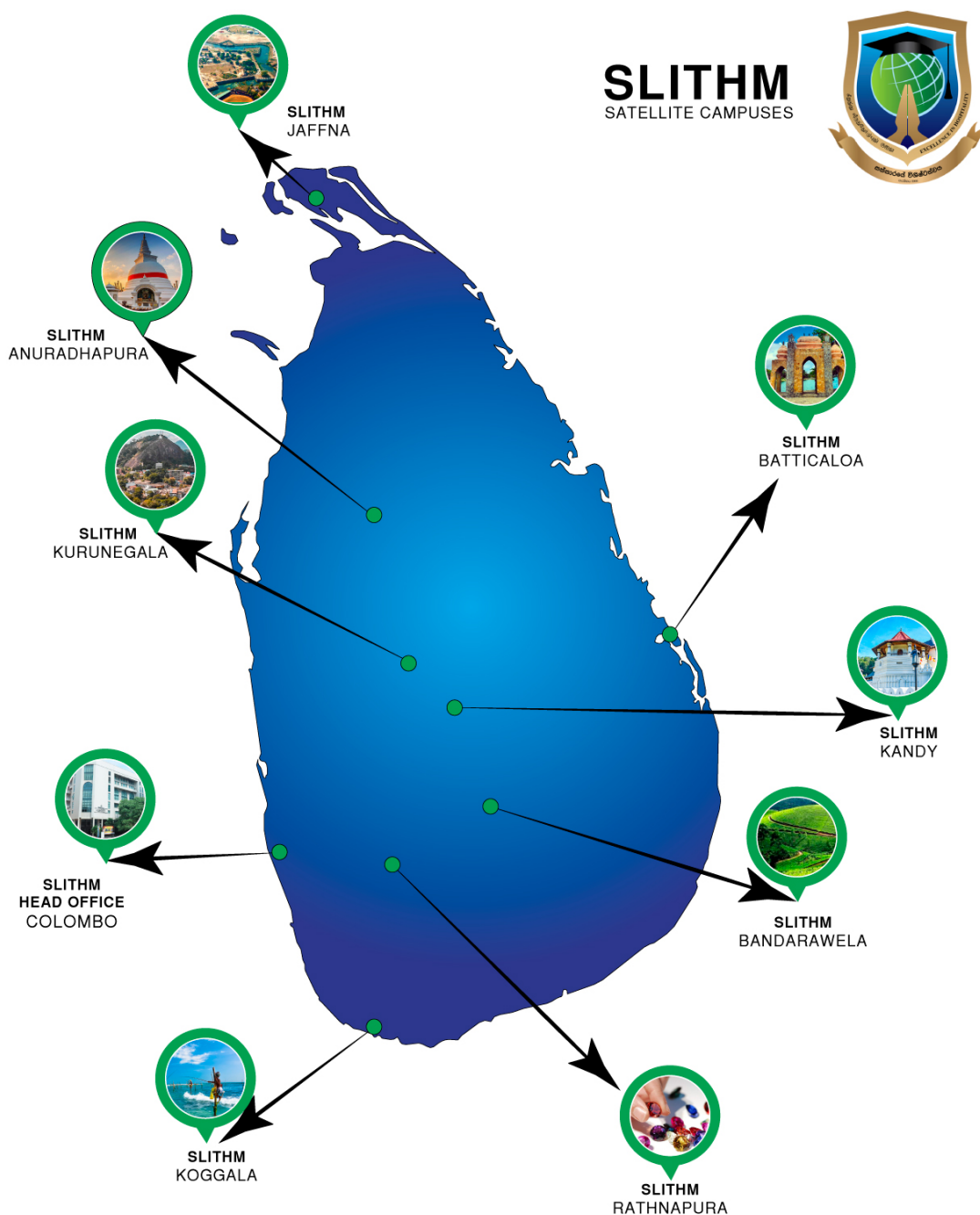


**DILHANI ALLES**

*MA-Library-SLITHM*

**INFORMATION COORDINATOR**

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<b>KOGGALA</b>	Dr. Lenard Ranchagoda	BOI Project, Koggala, Habaraduwa	0777/911053
<b>KURUNEGALA</b>	Mr. Rienzie Jayawardane	Maguruoyawatte, Boyagane, Kurunegala	071/8239442
<b>BATTICALOA</b>	Mr. A.M. Risan	No.7, Sebastian Street, Arasady, Batticaloa	072/6223629
<b>JAFFNA</b>	Mrs. Niranjala Bastiansz	No: 88, 03rd Cross Street, Jaffna	077/5956119



Join us to enjoy an authentic range of Sri Lankan Cuisines together  
with an experience of a lifetime

**COME - TASTE - TANTALIZE**  
**FOOD**  
**FESTIVAL**  
**FOR WORLD TOURISM DAY 2022**





*The Sri Lanka Institute of Tourism and Hotel Management was proud to host an authentic Food Festival that features a variety of Sri Lankan Cuisines & innovative Cocktails/Mocktails lined up to tingle your taste buds in lieu of World Tourism Day on Tuesday 27<sup>th</sup> September 2022.*

**W**orld Tourism Day was declared by the United Nations World Tourism Organization (UNWTO) to promote sustainable, responsible and universally accessible tourism. It is commemorated worldwide on the 27th of September every year. This year's World Tourism Day was celebrated under the theme 'Rethinking Tourism; Rural and Community Centric Tourism'

As World Tourism Day had fallen on the 27th of September and had celebrated by all tourism patrons worldwide, the Sri Lanka Institute of Tourism and Hotel Management (SLITHM) which has played

an integral role in Hospitality Education & Training since 1966 had organized a celebration in lieu of "World Tourism Day" 2022 taking into consideration the contemporary desires of the Sri Lankan Tourism Industry. There were also several events has been held in all the SLITHM Institutes around the country in celebrating World Tourism Day 2022, in varying ways.

Students of Sri Lanka Institute of Tourism & Hotel Management – Colombo celebrated World Tourism Day by making truly authentic Sri Lankan foods for guests and showcasing their culinary skills.

As a training institute, SLITHM promotes Sri Lankan authenticity in every aspect of its work. With this in mind, SLITHM had been planned on hosting a food festival which showcase local authentic culinary cuisines which includes a variety of Ceylonese spices that adds that tingle to its dishes and tingle the taste buds of foreign tourists.

This event was surely been a remarkable experience to the tourists to understand Sri Lankan authentic food culture & its practices. They were also have been given the opportunity to watch and taste the food as and when they have being prepared. ♦



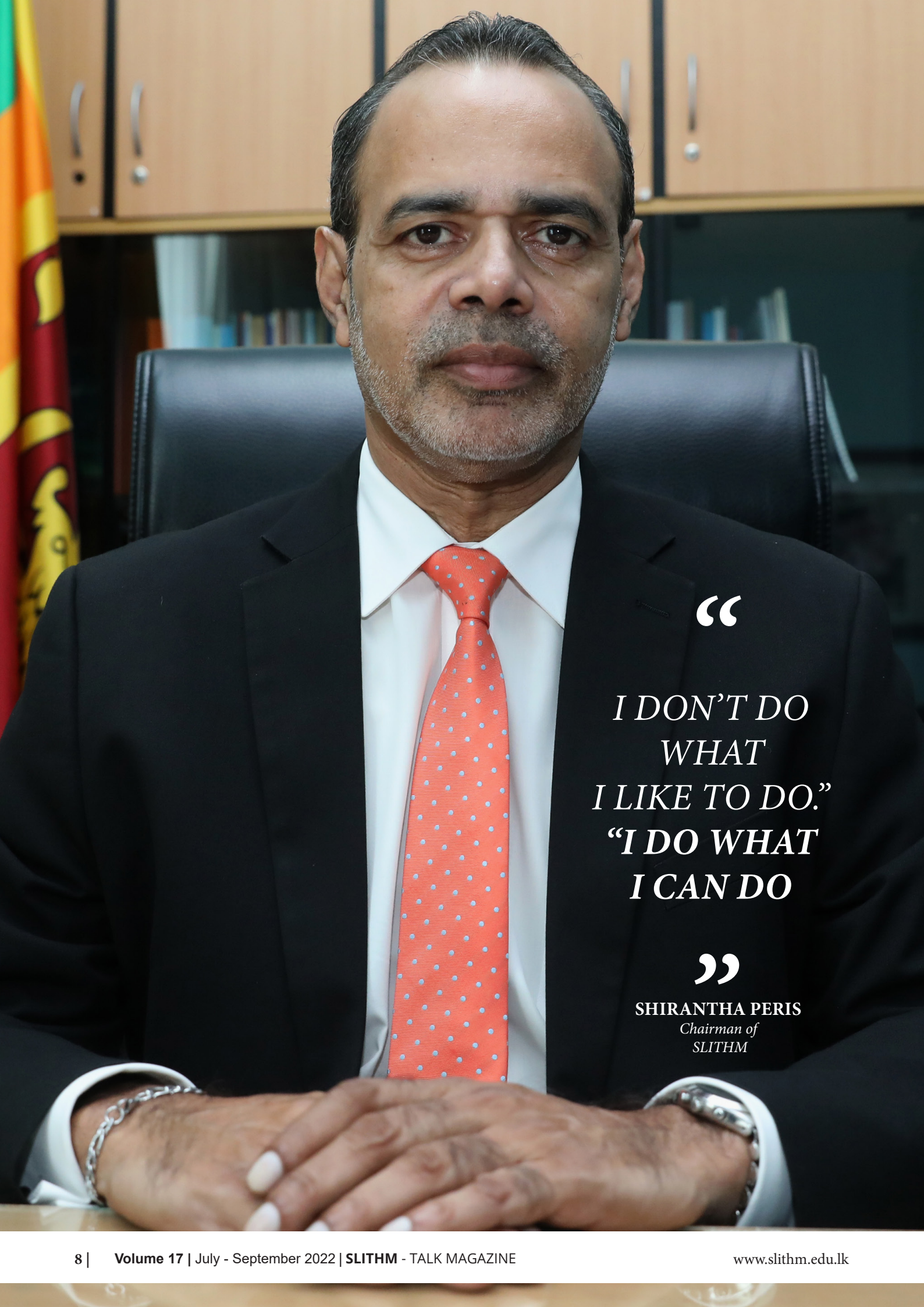












“

*I DON'T DO  
WHAT  
I LIKE TO DO.”  
“I DO WHAT  
I CAN DO*

”

**SHIRANTHA PERIS**

*Chairman of  
SLITHM*

# **IMPROVEMENTS & DEVELOPMENT PACKAGES THAT WILL BE INTRODUCED TO THE SLITHM**

**T**his article focuses on the analysis of the pro-environmental initiatives of the SLITHM to develop a school-industry collaborative environmental management strategy under my purview and leadership.

Tourism is part of the fastest-growing industries in the world, making it an important contributor to Sri Lanka's economy. In addition to economic success, however, the SLITHM is increasingly considering the social and environmental impacts and creating business strategies that reflect these. Within the tourism industry, this subject seems to be of particular importance as continuous tourism development results in numerous negative impacts on destinations, including energy and water consumption, loss of biodiversity, increased pollution and waste management problems to only name a few. These problems induce tourism businesses to operate in a way that mitigates these effects and indicates that there are numerous opportunities for doing so.

During such a period, I assumed duties as Chairman at the Sri Lanka Institute of Tourism & Hotel Management, and "I am excited to serve SLITHM in this role," Shirantha said. "While there are many challenges for us, there are also opportunities for the SLITHM to grow and for us to grow with it". Over the past few months, SLITHM delivered valuable educational resources to our students and community.

My first and foremost ambition is to change people's mindsets to take everything positively, and later to contemplate improvements and developments that we could imagine for ourselves including the institute we work for. How can we change people's mindsets? "You can give water to someone, but their bottle can only be filled if they had open its cap".

"Lacking the determination to achieve your goal, your mind assumes the worst, which becomes a hurdle in achieving it. Don't do that to yourself. Be positive and determined that no matter what obstacle comes your way you will pay no heed to it and continue your journey towards success. Your mind is a powerful thing. If you take things negatively it will destroy your peace, and every good opportunity you get. While, if you think

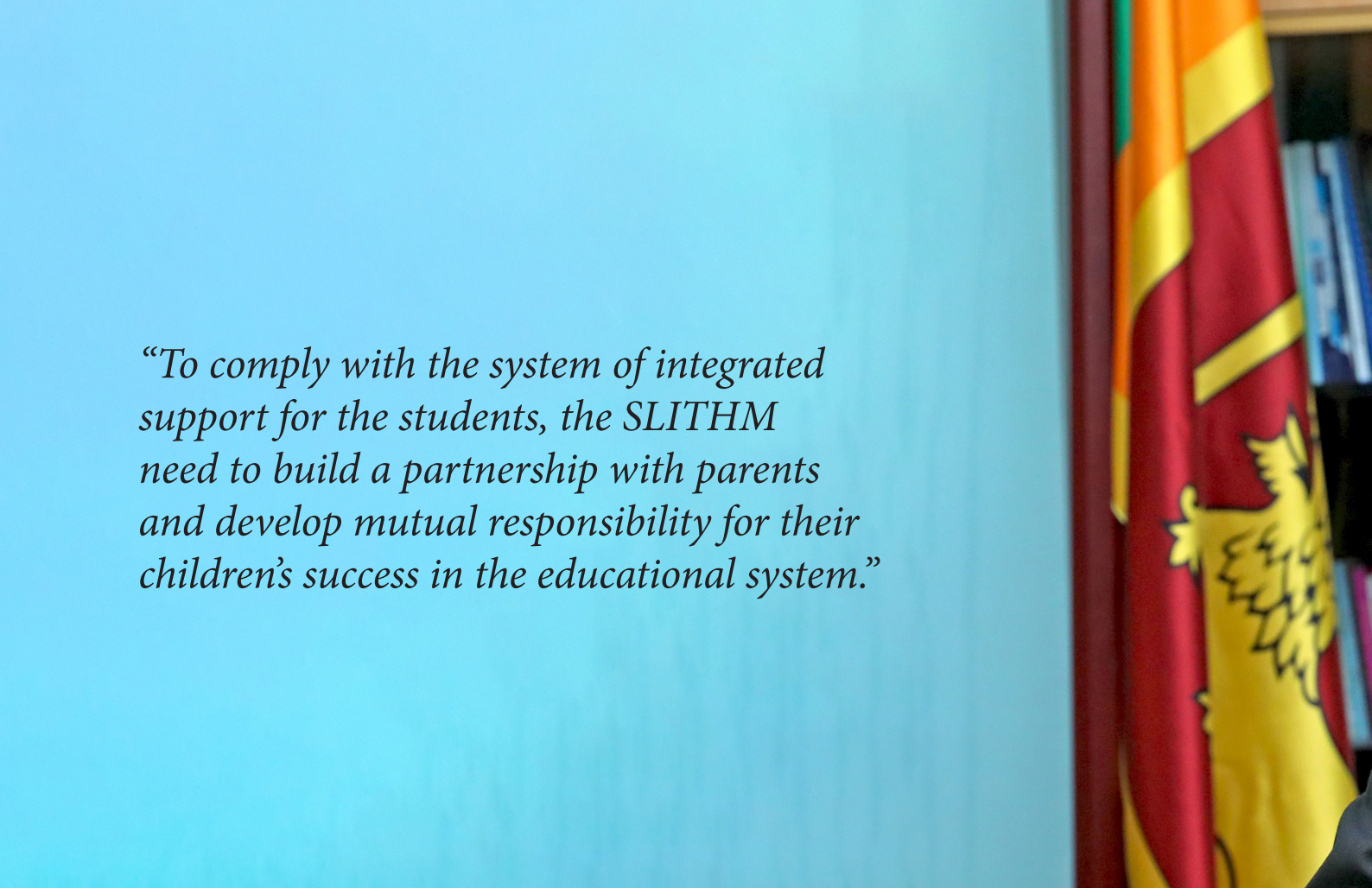
positively, your life will be filled with positivity in every aspect of your life. Self-evaluation leading to sustained self-improvement is therefore at the core of the school improvement policy" Mr. Peiris exaggerated. Effective self-evaluation, and the actions that flow from it, should deliver improved educational outcomes and experiences for all students.

At the heart of the SLITHM, it is envisaged - to promote, educate and invent in creative pedagogy. We successfully operate in the field of tertiary education system reform, quality assessment, performance development, and professional development, as well as supporting innovations in vocational and higher education. We believe - Let students be students, and empowering them to explore their natural creativity!

Few would argue against the view that the most vital resource that any school has is the staff and thus attention, therefore, needs to be given to staff development. The Lecturers play a key role in the functioning of a school and it follows that any effort towards improving their contribution is of great importance. High priority must be given to staff development generally but especially in times when economic factors restrict any improvements in buildings and facilities. The more difficult the situation the more vital the need for teachers of a high calibre to work to high standards. This will be one of my goals to achieve during my tenure. School administrators, along with the school development team and the Director General, determine the best approach through which to engage staff in examining their current practices.

My objectives are to help the process of improving and increasing staff competencies through access to specialized training and educational opportunities in the workplace, provided by an outside organization, or by observing others perform the job. Professional development helps build and keep the staff morale up and is thought to attract higher-quality personnel to an organization. The following areas will be looked into in terms of improving the standards of SLITHM and in view of providing quality education to our valued students whilst looking at the welfare of the staff.





*“To comply with the system of integrated support for the students, the SLITHM need to build a partnership with parents and develop mutual responsibility for their children’s success in the educational system.”*

❖ Continuation of all projects and ongoing training programmes to remain unchanged.

❖ The advantages of learning foreign languages are mushrooming as the world becomes increasingly globalized and bilingualism is now perhaps the most useful real-world skill to ever exist. Foreign language study is all about learning how to truly communicate and connect with others—an incredibly important life skill that can only be cultivated by interacting with people.

Having this in mind, the SLITHM has realized a need which has been identified to learn foreign languages at our institute in educating anyone who wishes to pursue a career in hospitality, migrate, enhance listening and speaking skills and memory, increase analytical abilities etc... Thus, introducing foreign languages at the SLITHM by getting assistance from High Commissions is another milestone in my calendar.

❖ To comply with the system of integrated support for the students, the SLITHM need to build a partnership with parents and develop mutual responsibility for their children’s success in the educational system. In this way, parental involvement is increased, parents’ effort to support the SLITHM is encouraged and they are directly making a positive impact on a successful educational institute. Knowing this, I wish to organize parent-teacher meetings often.

❖ A Performance Management System (PMS) tracks the performance of employees in a manner that is consistent and measurable. This system relies on a combination of technologies and methodologies to ensure people across the organization are aligned with – and contributing to – the strategic objectives of the institute. PMS isn’t an easy field to navigate. This leads to employees left feeling deflated, unmotivated and unengaged.

A key point I wish to focus on is that performance management is a continuous process — not a once a year “one-off” activity. Quality performance management should, therefore, bring together a number of different, integrated activities to form an ongoing performance management cycle. A PMS helps the Management continuously track and coach employee performance. Not only do these systems ensure that employees are working effectively toward aligned organizational goals, but they help the Management develop their talent toward optimal performance

Certain features within an effective performance management system help the

Management stays on top of employee performance to continuously motivate and engage them, which reduces turnover and maximizes Institution’s outcomes.





- ❖ Having this in mind, I wish to identify and develop and initiate improvement plans to ensure the need and expectations of the SLITHM in developing a leadership role within all and to monitor their contribution to the Vision & Mission of the SLITHM are met.

I must also mention the introduction of best practices in 'Employee Engagement' that will be in place and some of it which have already begun.

- ❖ Accreditation is a quality assurance process that an educational institute undergoes to confirm that they meet a strict and recognized set of service and operational standards. 'Accreditations & Affiliations' carry a vital role as they indicate the approval and recognition of statutory bodies that are established exclusively to assure quality and ensure consistent levels of learning and producing excellence in the sector of higher education in the country. Institutions need to be affiliated and accredited. The capacity and capability to issue diplomas and degrees come from the good quality and features of accreditation. By considering the importance of this benchmark, I wish to get foreign accreditations and affiliations to the SLITHM with leading and reputed Universities.
- ❖ The Teacher/Student Exchange Programme is a category that provides foreign nationals opportunities to teach and study in accredited educational institutions. The Teacher/Student Exchange Programme,

like all exchanges, is intended to provide participants with broad exposure to other countries' cultures and societies and to foster greater appreciation among foreign nationals of the participants' home countries. Specifically, teacher/student exchanges prepare educators to shape people into positive agents of change. Participating teachers/students bring interactive teaching/studying practices to their students and colleagues, building the critical thinking skills, inquiry and analytical approach that foster good citizenship. This will enable us to have a team of academic staff and excellent students to develop the SLITHM culture and alleviate it to the next level. This is another hankering desire I have in my mind.

- ❖ Finally, I aim to operate all Schools as a profit-oriented business venture and generate revenue. We have the required resources abundantly in achieving this target. Hence, we will function at the fullest levels to offer benefits to our staff by way of incentives and other perks which the hoteliers enjoy in hotels as fringe benefits.♦





# A STEADFAST JOURNEY

**“  
Despite the  
challenging  
environment,  
Let’s continue our  
journey steadily”**

**M**s. Jeevanthie Senanayake, was appointed as the Director General of the Sri Lanka Institute of Tourism and Hotel Management (SLITHM) under the Ministry of Tourism and Lands, in September 2022.

Ms. Jeevanthie Senanayake is a Grade I officer of the Sri Lanka Administrative Service, professionally trained in public administration and public policy. She obtained her bachelor’s degree in Chemistry (Hons.) from the University of Peradeniya, Sri Lanka. She holds Master’s Degrees in Chemistry (USA), International Relations (Colombo, Sri Lanka), International

Public Policy Analysis (Bath, UK), and Defence and Strategic Studies (KDU, Sri Lanka). She is a recipient of the William Fulbright scholarship from the Department of States, USA (2003/05) and the Chevening scholarship from the Foreign and Commonwealth Office of the UK (2011/12).

Prior to assuming duties as the Director General/CEO at the Sri Lanka Institute of Tourism & Hotel Management (SLITHM), she served as the Senior Assistant Secretary to the President on Foreign Relations as well as Research & Special Assignments, Director (Budget) of the General Treasury, Assistant Secre-





tary to the Ministry of Defence on Defence, Police and Development matters. She also served in the policy cell of the Ministry of Defence and was a member of the drafting committee of the National Defence Policy in 2016.

She also followed the Defence Services Command and Staff course in the Defence Services Command and Staff College, Sapugaskanda, and graduated with 'psc', becoming the first Sri Lankan lady civilian officer to have earned this highest military qualification offered in Sri Lanka. Her research for this course was selected as the best research of the year 2014 in Defence and Strategic

Studies and was awarded the prestigious 'Golden Pen' award, making her the first Sri Lankan civilian officer to have secured this award.

Jeevanthie has been a resource person in the Sri Lanka Institute for Development Administration (SLIDA), Institute of Peace Support Operations Training in Kukuleganga, and the Kotelawala Defence University to deliver lectures on subjects related to the concept of security & its relevance to the public sector, UN peacekeeping operations, and defence administration. She served as a member of the expert panel during the Colombo Defence Seminar 2016, conducted under the

theme "Soft power and its influence on global issues", as well as a guest speaker at the SAARC regional workshop held in Colombo on "Increasing Women in UN Peacekeeping" in 2018.

Adding a personal note, she said, "I am proud of our academic as well as the support staff for their dedication which has positioned SLITHM so well-gearred for the future. Despite the challenging environment, our journey continues steadily. The tourism industry is growing indeed, and so are we. All are welcome to join our family – SLITHM. We help you to become the best you can be".♦



# THE STORY OF SLITHM LAUNDRY



**T**he Laundry & Dry Cleaning section of the SLITHM commenced its operation in May 2012. The Laundry is equipped with the best state of art Laundry facility with worlds best-branded Laundry & Dry Cleaning equipment and the equipment inventory value is more than 205 million.

As the only Laundry and Dry Cleaning training centre in Sri Lanka, we are conducting specialized courses in laundry management/operation in both theory and practice for male and female individuals who could gain knowledge and experience in

professional laundry operation. Most of the students who completed the full-time craft level course in laundry management/operation at the SLITHM have already found employment in star class Hotels in Sri Lanka and overseas and our main aim is to provide professionally trained laundry personnel to the industry.

We are also successfully operating a laundry outlet called Samudra Laundry and Dry Cleaning service which is ideally situated on the ground floor of the SLITHM premises facing Galle Road with ample parking facility.

Samudra Laundry and Dry Cleaning Service outlet is the foremost launderette reputed for its excellent professional service and we offer added benefits in all Laundry and Dry Cleaning requirements.

The Samudra Laundry & Dry Cleaning operations are handled by professionally experienced staff, who will handle your garments with care.

We are a member of the International Fabricare institute of USA.



*“Your  
Professional  
Care  
Specialist is  
your clothes’  
Best Friend”*



**SAME DAY  
LAUNDRY  
SERVICE**



## OUR SERVICES ARE AS FOLLOWS

- Dry Cleaning & washing of all ladies & gent's items and school uniforms.
- Dry Cleaning & pressing of Bridal dresses & special sarees.
- Cleaning of Curtains, Carpets, Cushion Covers, Car Seat Covers & all House Hold Linen etc.
- Same-day service (With Extra charges).
- One Hour express pressing service (with extra charges).









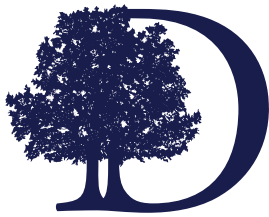
For further details please call  
**0112208383/0771306216**  
 Email: [laundry@slithm.edu.lk](mailto:laundry@slithm.edu.lk) ♦



**AMARANATH CUMARASWAMY**  
 Manager Laundry Samudra Hotel



# Q AND A



DOUBLETREE  
by Hilton™

## QUESTIONS TO BE POSED TO A HOTEL GENERAL MANAGER



A realistic, yet optimistic overview of how the hospitality industry and institutions will adapt, survive and re-emerge from the pandemic. Invaluable insights from Mr. Krishanta Damunupola of Double Tree by Hilton Weerawila Rajawarna Resort in Sri Lanka range from the importance of soft skills such as empathy and communication to pragmatic crisis and team management.

### **Q.1 WHAT MADE YOU DECIDE TO PURSUE A CAREER IN THE HOSPITALITY INDUSTRY?**

*I had no plans whatsoever to be a hotelier as I was pursuing a career in legal field. During my university days, I was working in a hotel as a part timer. Over a period, I developed a liking towards the industry and decided to drop my initial idea of becoming a lawyer. This is how I joined the hospitality career, cos I had a liking towards this industry.*

### **Q.2 CAN YOU TELL ME ABOUT YOUR FIRST JOB IN THE HOSPITALITY INDUSTRY?**

*I started as a Trainee Telephone Operator/ Receptionist way back in 1993. At that time, it was a challenging job to be honest. There were no mobile phones in circulation, so the telephone operator's designation needed lot of skills to perform well.*

### **Q.3 IN YOUR OPINION, WHAT IS THE MOST CHALLENGING ASPECT OF A HOTEL MANAGER'S JOB?**

*I should say people management. You are blessed with different team members from different backgrounds of life. So to get the maximum output towards driving the set common goals could be challenging, unless you are a good team player. The good strategy towards one member may not work on another. So you need to be an expert to handle all the people simultaneously & get the best out of them.*

### **Q.4 WHAT DO YOU CONSIDER TO BE THE BIGGEST CHALLENGES OUR INDUSTRY FACES TODAY?**

*Lack of skilled workforce to serve the industry. Most of our skilled workforce has left the country due to the present crisis situation and the industry will face a daunting task to maintain the required standards when the industry return back to normal.*





**Q.5 HOW WELL-PREPARED WAS THE HOSPITALITY INDUSTRY FOR A CRISIS LIKE THIS? HAD IT DONE ITS HOMEWORK?**

*I do not think that we were prepared at all. It should be noted that, until easter bombing we were doing very well. Towards end 2019, we were slowly recovering, until COVID 19 pandemic in March 2020.*

**Q.6 BUSINESS CONTINUITY IS CURRENTLY A BIG WORD. WHAT DOES THIS MEAN FOR A HOTEL BUSINESS WHOSE OPERATIONS ARE PARALYZED AND THE WORKFORCE IS LAID OFF OR 100% ON PART-TIME?**

*It is important to keep the head above the water during tough times. Closing down a property is the easiest decision that could be made. Also it is not easy to restart a business after closing it down for a long time. The best option is to cut down on expenses as much as possible and run a very lean operation until good times comes. In here all the staff members needs to scarifies in may ways but in the long time it is worth while rather than closing the business.*

**Q.7 THE INDUSTRY IS CURRENTLY IN CRISIS MANAGEMENT MODE. IF YOU LOOK TO THE FUTURE, POST-COVED, WHAT TRENDS DO YOU SEE?**

*We Sri Lankans had high hopes after the post COID as we were all waiting for a travel bubble. Unfortunately due to the economic and social instability that we are experiencing right now, the dream of ushering a new era for Travel and tourism is becoming a dream. When we see how other countries prospering after post covid, we have to put our country in order to make it sellable to the tourists who are waiting to visit us.*

**Q.8 WHAT LESSONS DO WE AS AN INDUSTRY HAVE TO LEARN FROM THIS GLOBAL LOCKDOWN?**

*I would say, expect the unexpected. No one expected a global lockdown until it hit you. It is important to have plan B in place in the event that there is a global lock down. May be countries could look at domestic tourism so that the industry could whether the storm until international travel resume.*

**Q.9 WHERE DO YOU SEE YOURSELF IN FIVE YEARS?**

*I would love to start something on my own. This is what I would love to achieve. I have been working for many multinational companies and it is high time that I start something on my own and give back my experience to this country. In this way I could chip in with something to my mother nation.*

**Q.10 MR. ALAM, A SIMPLE BUT DIFFICULT QUESTION AT THE END: IF THIS CRISIS IS SHORT AND INTENSE, IT WILL PASS. OR WILL THE ECONOMY, AND TOURISM, IN PARTICULAR, HAVE TO LIVE WITH THE CONSEQUENCES FOR A LONG TIME TO COME?**

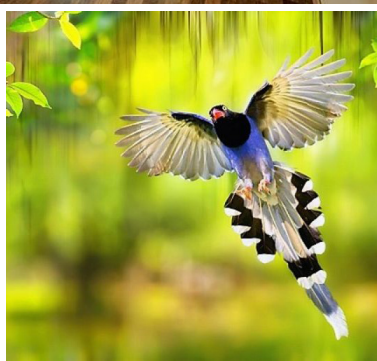
*We have created our own problems during the COVID crisis. These problems are unique to us. When you closely look at it, solutions could be found, if we are willing to take the so called the difficult path to success. It is important that we resolve these challenges now so that we could create a country free of challenges. This will definitely help usher tourists again to this beautiful country. ♦*





# AUTHENTIC SOUTHERN SRI LANKAN CUISINE *MEETS FUSION*





## ABOUT THE RESORT

Sitting on the banks of tranquil Lake Weerawila, DoubleTree by Hilton Weerawila Rajawarna Resort lies on the banks of serene Lake Weerawila. Located in the heart of the idyllic fishing village of Weerawila, the resort is centrally located close to three of Asia's most visited national parks. The resort opened its doors to the public in November 2020 amidst the COVID-19 pandemic and boasted of winning awards for best-in-class hospitality for two consecutive years. The lakefront resort has an inventory of 78 rooms, including a state-of-the-art Presidential Suite, two restaurants, and three bars spread over 20 acres. DoubleTree Weerawila is managed by Hilton Worldwide and is owned by KDU Group (Private) Ltd.

## ABOUT THE DESTINATION

As much as Weerawila is a haven for over 440 species of endemic and migratory birds, it is a village sustained by industries of fisheries, small-scale dairy farming, and paddy cultivation. Also, it is home to rich southern Sri Lankan culinary traditions passed from one generation to another.

## THE CULINARY BIG BANG

Throughout one and a half years from opening our doors to the public, our star-studded culinary experts of DoubleTree by Hilton Weerawila Rajawarna Resort have learned traditional recipes of Weerawila and mastered them to craft the perfect culinary fusion to create a gastronomical adventure.

Lake Weerawila offers a bounty of freshwater food, including gigantic

Lake Prawns, each weighing over 500 grams, caught daily by local fishermen from Lake Weerawila. As a part of our 'Travel with Purpose' initiative, Hilton's commitment to sustainable travel and tourism, and a resort practicing Fair Trade, we engage in sourcing responsibly harvested Lake Prawns from fisher folk in the local community. Being a lakefront property, the freshest Lake Prawns are brought straight from the catch to our kitchen, where our Culinary Experts do what they do best.

At DoubleTree by Hilton Weerawila Rajawarna Resort, our green garden has organically grown Tamarind, Turmeric, Chili, Black Pepper, and Pennywort or Gotukola. These homegrown ingredients are used to perfect dishes to satisfy our guests' taste buds.

We combine traditional recipes and ingredients, transforming the culinary art in preparing authentic Southern Sri Lankan delectable specialties; our culinary experts present this lip-smacking dish for fit royalty to indulge in.





## CHILI-GARLIC-TURMERIC TUBBED FRESHWATER PRAWNS WITH SWEET TAMARIND BUTTER

### INGREDIENTS

- Black Pepper 5g
- Unsalted Butter 5 tablespoons
- Fresh Red Chili 4nos (medium-sized)
- Garlic 2 cloves
- Kithul Jaggery 30g
- Lake prawns 800g
- Pennywort (Gotukola) 40g
- Salt 20g
- Diluted Tamarind 100ml
- White Wine 50 ml
- Cinnamon 1 stick
- Grated Coconut 1 tablespoon
- Diced Tomato 10g
- Lime Juice 3ml

### METHOD OF PREPARATION

#### Sauce

Heat the pan with medium heat and add one tablespoon of butter. Add two cloves of chopped garlic with two red chilies and one cinnamon stick into the pan once the butter is melted. Cook without burning and add jaggery and cook further. Add hard butter, correct the seasoning for the pouring consistency, and set aside.

#### Salad

Shred Pennywort into small pieces and mix with grated coconut, diced tomato, and lime juice, and correct the seasoning

#### Prawns

Clean the crustacean leaving the shell, and marinate with our salt, pepper, lime juice, and chili. Set them aside for 10 minutes to absorb all the flavors. Grill the well-seasoned prawns in a charcoal grill (we use a Big Green Egg Charcoal Grill) for 5-8 minutes at 160 degrees Celsius, and make sure not to have the prawns overdone, but to remove them from the grill oozing with juices.

### SERVING SUGGESTION

Serve on a platter with the Tamarind Sauce for dipping and top with Pennywort salad. It tastes best when accompanied by White Wine or Ceylon Arrack or, for a healthier option, with single-origin Green Tea. ♦





# NEWS AND EVENTS

JULY - SEPTEMBER 2022



**SLITHM COLOMBO****INAUGURATION CEREMONY**

The Inauguration Ceremony of the 03 Year Management Diploma was held on 10<sup>th</sup> August 2022





## SLITHM JOINS SCHOOL COMMUNITY TO AWARENESS OF TOURISM EDUCATION

SLITHM is working closely with the school educational field for the identifying and supporting to develop of teachers and students attitudes, Guiding for future carriers and also training needs about the travel tourism and hospitality industry for students who do not possess any formal education qualifications through the National Recognition of Prior Learning (RPL) system.

In these circumstances two awareness seminars have conducted by the Sri Lanka Institute of Tourism and Hotel Management for the senior officers of Western Province Education Department in August and September 2022 at the SLITHM premises.

The several Western Province education directors, senior officers of education zone office, Teacher's instructors, counselors and also lot of teachers with Mr. Mahinda Kodithuwakku -Director department of provincial schools had attended to this awareness seminar which has presented by Mr. Shirantha Peris - Chairman of the Sri Lanka Institute of Tourism and Hotel Management (SLITHM).

The highlight of the seminar was, how SLITHM helps in the situations such are the school leavers who do not possess any formal education qualifications and their barriers for the finding of correct carriers' path.

Furthermore, the chairman of SLITHM Mr. Shirantha Peiris was also showing them, what is the strength and opportunities of connecting with the SLITHM courses for the school leavers who will be hoping to engage with the future hospitality industry.





## THE RIGHT START FOR THE PERFECT FINISH! CERTIFICATE AWARDING EVENT FOR PASTRY & BAKERY COURSE

Held on 22<sup>nd</sup> August 2022





## S4IG SIGNED THE MOU

Another milestone was marked at SLITHM with S4IG - Skills for Inclusive Growth - an Australian-funded organization for skill development in the tourism sector. Mr. Shirantha Peiris, Chairman of SLITHM and Mr. David Ablett, Team Leader of S4IG signed the MoU. On 12<sup>th</sup> August 2022 for two years.





## SLITHM SENT THEIR STUDENTS FOR OVERSEAS INTERSHIPS

Rapidly growing tourism industry faced a decline in the short run, due to the unexpected pandemic and economic crisis incident bringing hotel occupancy levels to single digit. Tourism and Hospitality industry became the highly victimized industry among the other industries of Sri Lankan economy in this present situation. The human resources engaged in the tourism industry faced many severe and complex situations due to the decline of the tourist arrivals. As the national body of the Tourism and hospitality education, Sri Lanka Institute of Tourism and Hotel Management (SLITHM) faced a difficult situation due lack of training opportunity for the SLITHM students who will have completing their internships in hospitality and travel industry.

In this circumstance, SLITHM has been able to successfully confer with international hotels to send their students for overseas internships for six months to one year period.

Furthermore, 27 students selected to complete their industrial training at Radisson Blu Hotel, Doha Qatar. Those students SLITHM are of Pastry and Bakery and also from Cookery, Certificate Level. They left the country on 24<sup>th</sup> September 2022 to start off the duties at the 800 roomed, prestigious hotel.

Some photographs given are after passing one month. Now how students are actively engaging in their day today duties.





## “DRIVING TO THE STANDARDIZATION AND EMPOWERMENT...”

### SLITHM LEADS TOURIST DRIVERS' TRAINING

Any tourist destination needs to provide a safe and friendly atmosphere for tourists to travel. In this context, all the sector stakeholders are required to gather around to ensure a satisfied and memorable experience for tourists while establishing a sustainable industry for all.

In the tourist's encountering map of the destination, the “Tourist Driver” plays a significant role from the starting point to the departure point. In most cases, Tourist Driver is the service provider who associates with the tourist by consuming a bigger portion of the time of the journey. His or her role contains a massive responsibility in terms of welcoming, accompanying, caring, providing accurate information, finding the correct and scenic routes, offering a safe and comfortable journey and assisting the tourist throughout the tour. Also, his/her role is directly connected with the positive image building of the country and that's the reason to name him/her as an “Unofficial ambassador” to a country. When considering Sri Lankan Tourism, the MSME sector represents a large portion of the sector's GDP contributors which is mostly included Tourist Drivers as well. Tourist Drivers serve as individuals or service providers engaged with a Destination Management Company (DMC). Hence, the service level of the Tourist Drivers has to be standardized and recognized in the country and needs to be empowered by the authorities.

Being the apex body in the tourism sector training and education of the country (by the Tourism Act no.38 of 2005), the Sri Lanka Institute of Tourism & Hotel Management (SLITHM) is already engaged in recognizing and empowering the Tourist Drivers since December 2021. Up to now, SLITHM has trained more than 1,500 individuals as “Tourist Drivers” in collaboration with Sri Lanka Tourism Development Authority (SLTDA). All successful candidates who have followed the four (04) days training programme are qualified to have the renewable identity card issued by SLTDA.

This Four Days Tourist Drivers training programme can be identified as one of the most demanded short training programs conducted by the tourism authorities. It is believed that there are more than 8,000 trained Tourist Drivers are serving in the industry. Also, another significant factor is that there about several Associations available in the industry and they stand for the betterment of the profession of “Tourist Drivers” in Sri Lanka. These individuals are engaged as freelance service providers, service providers already engaged in DMCs and newcomers to the industry.







The four days curriculum is comprised of a considerable number of topics and is delivered to uplift the attitudes, skills and knowledge of the candidates by a qualified and experienced panel of Lecturers. Significance of the Tourism industry & its' past, present and future, Role and Responsibility of a Tourist Driver, Impacts of Tourism and Its' value chain, Customer Care & Customer Relationship, Personal Grooming, Hygiene and Etiquette, Basic First Aid for Tourist Drivers, Technical Knowledge and Maintenance of a Vehicle, General Knowledge of Sri Lanka, Way of Life and Culture of Sri Lanka, Legal Background of the Tourist Service Providers and the Role of Police Tourist Division are the key topics covered in the curriculum.

These "Trained Tourist Drivers" are recognized by the Destination Management Companies (DMCs), Airport and Aviation Authority and other Governmental bodies that maintain the Natural and Cultural Tourist attractions in the tourist destinations etc. As a result of this training program, the standards of national-level tourism have been uplifted offering a quality service to tourists. According to the Police Tourist Division, this effort has reduced the number of complaints rose by tourists significantly during the last decade. On the other hand, it is happy to see that the informal sector tourist service providers are moving to the formal stream with proper recognition, pride and confidence to perform their job. At the same time, this brings an opportunity for individuals to develop their career path and have awareness of tourism opportunities for the future.

Therefore, this training initiative will serve to establish a sustainable tourism industry in Sri Lanka by developing engaged human resources for the future.

**DHEERA HETTIARACHCHI**

*Head of Travel and Tourism*



## INAUGURATION PROGRAM - TOURIST CHAUFFEUR GUIDE COURSE

Held on 11<sup>th</sup> July 2022





## SLITHM ANURADHAPURA



REPORTER  
**NUWAN DISSANAYAKE**  
*Assistant Lecturer Anuradhapura*

## INTER-DEPARTMENT CAROM TOURNAMENT

Held on the 28<sup>th</sup> & 29<sup>th</sup> of August 2022.



## INTER-DEPARTMENTAL CRICKET MATCHES

Held on 24<sup>th</sup> September 2022.

Mr. Lal Senevirathne, Mr. Asela Rathnayake, Mr. Nishantha Fernando and Mr. Nuwan Dissanayake participated. Awarding of prizes and trophies was done at the end of the game. Also, a lottery was held to raise funds for the Students' Sports & Welfare Association.





## INAUGURATION OF THE 2<sup>ND</sup> INTAKE

Held on 03<sup>rd</sup> August 2022



## SUPREME CHEF COMPETITION

Held on 28<sup>th</sup> September 2022



## INTER-DEPARTMENT VOLLEYBALL MATCHES

Held on 09<sup>th</sup> September 2022.

The Front Office boys' team won the match and Food and Beverage boys' team secured second place. Girls' Volleyball matches were also held.





## SLITHM JAFFNA



REPORTER  
NIRANJALA ALEX  
*Lecturer in Charge Jaffna*

## TOURISM DAY CELEBRATIONS

Held on the 28<sup>th</sup> & 29<sup>th</sup> of August 2022.



Jaffna Tourism Day Celebrations programme was Cleaning the School Premises and Tree Plantation on 27<sup>th</sup> September 2022

Students, Samurdhi Staff and public society participated in this event.

The Speech was given by the Lecturer-in-Charge about Tourism Day and cleaning the premises and planting 20 trees.







## BADMINTON TOURNAMENT

SLITHM Kandy Students' Sports and Welfare Association organized Badminton tournaments held at the school premises.



## CAROM TOURNAMENT

SLITHM Kandy Students' Sports and Welfare Association opened up opportunities to showcase students' sports talents by organizing carom tournaments, that were held at the school premises.





## STUDENT'S FAMILIARIZATION TOUR TO SHANGRI-LA AND HILTON COLOMBO

SLITHM Kandy conducted a special one-month hotel operation course for the Kandy District Secretariat and Divisional Secretariat staff members. The main aim of this program is to get familiar with the four main operational departments of a hotel respectively, Front office Housekeeping, Food & Beverage, and Kitchen.



## WORLD TOURISM DAY

This year too SLITHM Kandy took the initiative to commemorate World Tourism Day. Several government school children gathered on this remarkable day. The Keynote speaker of this event was Professor Aslam from the University of Sabaragamuwa.





## SLITHM KOGGALA



**REPORTER**  
ANUSHA SAMANMALIE  
*Assistant Lecturer- Koggala*

**BADMINTON TOURNAMENT**

Organized by Students' Sports & Welfare Association 033 on 25<sup>th</sup> August 2022.

**VOLLEYBALL TOURNAMENT**

Organized by Students' Sports & Welfare Association 033 on 06<sup>th</sup> September 2022.

**FRENCH DAY**

French Day was conducted by Ms.U.H.Ivanthi -The French Visiting Lecturer on 27<sup>th</sup> September 2022.

Certificate Level Professional Cookery and Food & Beverage Students participated in the event.

The main objective of having a French Day is to promote the French Language at the school.





## BEACH CLEANING PROGRAM

The Beach Cleaning program 2022 was organized by the Students' Sports & Welfare Association 033 to mark World Tourism Day. This task aims to make the beach a nicer, safer place and also to improve the coastal and ocean ecosystem.

Certificate Level Front Office & Housekeeping Students participated in this activity and was held on 27<sup>th</sup> September 2022



## LAUNCH OF THE DIGITAL MEDIA POLICY

Launch of the Digital Media Policy conducted by Dr. Lenard Ranchagoda - Principal of SLITHM Koggala held on 30<sup>th</sup> September 2022

Certificate Level Students and Lecturers Participated.





## SLITHM KURUNEGALA



REPORTER  
AMALEE RAJAPAKSHA  
MA-Kurunegala

CRAFT LEVEL 2<sup>ND</sup> INTAKE

Registration of New students and Welcome Ceremony of the students to Craft Level and 13 years Guaranteed Educational Programme. Inaugural Ceremony of Craft Level 02<sup>nd</sup> Intake 2022 - Batch 031 was held on 01<sup>st</sup> August 2022



## INAUGURAL CEREMONY OF CERTIFICATE LEVEL 02<sup>ND</sup> INTAKE 2022

Batch 033 held on 03<sup>rd</sup> August 2022. Registration of new students and the Welcome Ceremony of the students was also organized on the same day.



## DRUGS AWARENESS PROGRAMME

Drugs Awareness Programme was held on 14<sup>th</sup> September 2022, presented by Sub Inspector Mr. Kulathunga in Police In-service Training Center in North Western Province, Wehera, Kurunegala.





## AWARENESS PROGRAMME AND JOB FAIR

Was held on 16<sup>th</sup> August 2022 at District Secretariat, Kurunegala. Mr. Jagath Attanayake, Assistant Lecturer - F&B and Students participated in this event.



## DS OFFICE VISIT & THE AWARENESS PROGRAMME

Officers of the Divisional Secretariat in Kurunegala visited the school and a Lunch was offered with an Awareness Programme for them on 29<sup>th</sup> September 2022.



## FIRST-AID TRAINING PROGRAMME

Students participated in a First-Aid Training Programme Presented by the First-Aid Unit of Teaching Hospital Kurunegala on 08<sup>th</sup> September 2022.



## 'KAVI BANA' CHANTING PROGRAMME

'Kavi Bana' Chanting Programme presented by Ven. Pujiyapada Ranale Gnanaloka Thero on 24<sup>th</sup> August 2022







**REPORTER**  
**SHERAN PIERIS**  
*Assistant Lecturer- Ratnapura*

## AWARENESS PROGRAMME

An Awareness Programme was organized by the Students' Sports and Welfare Association of SLITHM Ratnapura, on 27<sup>th</sup> September 2022 at the school premises. This is a regular program organized in each course each year for the benefit of our students at SLITHM Ratnapura and we have been doing it for the last 10 years. There were three guest lectures conducted by the professionals on 3 different topics as follows,

1. Drugs and Narcotics by Mrs. Thilini Weeraseka  
(District Drugs Control Coordinating Officer, National Dangerous Drugs Control Board, Ratnapura)
2. STD Program by Dr. Upuli Abeyratne  
(Consultant Venereologist, STD Unit, General Hospital-Ratnapura)
3. Awareness Programme on Foreign Employment by Mrs. Indrani Thewarapperuma  
(Administrative Officer, Sri Lanka Foreign Employment Bureau, New Town, Ratnapura)



## CAROM TOURNAMENT

The Students' Sports and Welfare Association of SLITHM Ratnapura organized the Carom Tournament on the 01st of September 2022 at the school premises. In this tournament following departments became the winners.

Winners:

Boys Double -Certificate Level Cookery, Boys Single - Certificate Level Front Office, Girls Single - Certificate Level Front Office





## PIZZA HUT SRI LANKA

Pizza Hut Sri Lanka recently partnered with the Sri Lanka Institute of Tourism and Hotel Management (SLITHM) and have been working closely to provide employment opportunities to marginalized youth. Over the past 2 months 60 new teenagers were trained using the “60-hour short course” designed specifically for pizzeria by SLITHM - Ratnapura.



## WORLD TOURISM DAY

Students' Sports and Welfare Association of SLITHM Ratnapura organized the tree planting programme for celebrating World Tourism Day.





## SLITHM BANDARAWELA



**REPORTER**  
**CHAAMILA RATHNAYAKE**  
*Assistant Lecturer - Bandarawela*

**CAROM**

Principal, Faculty, and students participated in the event that was organized by the Students' Sports & Welfare Association and held on 02<sup>nd</sup> September 2022.

**CAREER FAIR**

Participated for the Career Fair organized by the Ministry of Skills Development and Vocational Training that was held on 28<sup>th</sup> September 2022.

**SUPREME CHEF**

Craft Level Cookery students participated for the competition that was organized by FOIG Fund (Australian). Students participated at this event by preparing dishes and salads. 10 students were selected for the final round. This was held on 07<sup>th</sup> September 2022.





## TOURISM DAY

Principal, Faculty, non-academic and students participated in the event that was organized by the Students' Sports & Welfare Association. It was held on 26<sup>th</sup> September 2022.





## SLITHM BATTICOLOA



**REPORTER**  
**A. M. RISAN**  
Assistant Lecturer

## CAREER FAIR

We represented SLITHM Batticaloa School in District Career Fair - 2022, participated by unemployed job seekers, O/L and A/L School Leavers. This was held on 22<sup>nd</sup> September 2022 at the Divisional Secretariat - Valaichchenai.

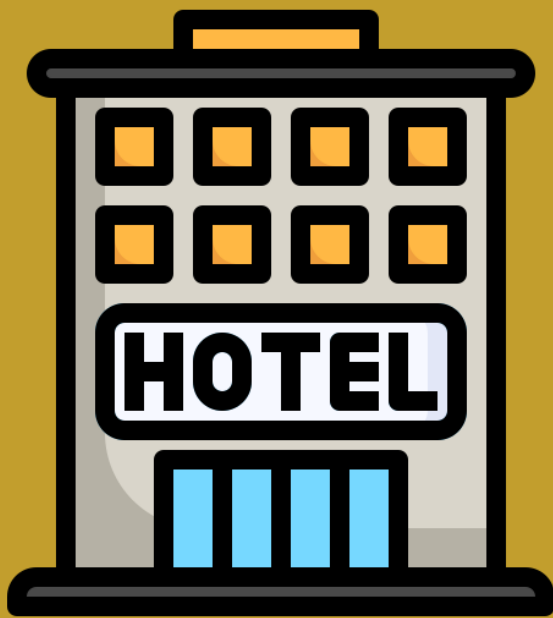


## TOURISM DAY

An activity arranged concerning World Tourism Day was 'Kallady Bridge Cleaning' on 27<sup>th</sup> Sep 2022. The bridge was built in 1924 during British colonial rule. The bridge was named Lady Manning Bridge in honour of the wife of William Manning, the British Governor of Ceylon.







# HOTEL JOKES

*A couple celebrates their 25<sup>th</sup> wedding anniversary by staying at a hotel.*

*The couple walks up to the front desk to check in.*

**Receptionist:**

*Hello, how can I help you?*

**The husband holding his wife's hand:**

*I would like your most beautiful room, please.*

**Receptionist:**

*Sure! For how long would you like to stay?*

**The Husband:**

*1 night, please.*

**Receptionist:**

*One whole night?!*

**The receptionist looks and smiles at the wife and says:**

*Wow, you are lucky! Usually, this man only books for an hour!*

*In a hotel an engineer, a physicist and a mathematician...*

*... are sleeping when a fire breaks out.*

The engineer wakes up, notices the fire, grabs the next fire extinguisher and starts spraying.... After what seems hours of heroic fighting the fire is gone and he goes to sleep again.

But the fire breaks out again. The physicist wakes up, notices the fire, grabs the fire extinguisher .... stares at the fire for some minutes, do some calculations in his head - air flow, humidity, thermodynamic whatever - and then - with one blow from the extinguisher at the right point the fire is out and he goes to sleep again.

But the fire breaks out again. The mathematician wakes up, notices the fire, sees the extinguisher - aaaah, the problem is solvable ... and goes to sleep again.

*Two blonde robbers were robbing a hotel.*

*The first one said - I hear sirens. Jump.*

*The other replied - But we are on the 13th floor.*

*The first one yelled - This is no time to be superstitious.*

**Security Guard:**

*"I'm sorry ma'am. But due to Covid regulations, swimming in the hotel pool is prohibited"*

**Woman:**

*You could have warned me before I removed the clothes*

**Security guard:**

*Well, there is no prohibition about that".*

*I stayed in a hotel recently where the towels were so thick...*

*I could hardly close my suitcase.*

*I returned to my hotel after an evening of drinking, so I went to the front desk. "Excuse me, I don't remember what room I'm in," I said.*

*"No problem," said the receptionist. "You're in the lobby."*





# HOW FAR IS VERY GOOD FROM SUPERB?

**T**he distance between very good and superb is quite far and it requires a highly motivated team, attention to every detail, and, above all, creativity to break out of the commodity service delivery crowd to get there.

Hoteliers talk of wanting to build closer connections with their customers – be it at the pre-selecting stage, at the time of making that decision, while the guest is subsequently on the property and after checking out. Whilst expressing good intent, only a few prosper in following through, engaging with travellers at every touchpoint throughout their entire hotel journey.

To succeed, hoteliers need to give

their teams the right tools to do their jobs and automate repetitive manual processes so that employees can focus on the things that deliver exceptional guest experiences. I.e. spend more time on people and less time on processes.

That's when technology comes into play. Facilitating, not standing in the way of delivering great hospitality leading to that elusive wow factor.

Similarly, hoteliers need to ensure that the right data gets to the right people. Data gathering should not be confined to touch points revolving around reservations, sales and marketing. It needs to be drawn from many diverse sources - from food and beverage to recreation to housekeeping, etc. Managers sharing

data that pertains to their department or guest information received during an interaction can provide key insights, solutions and opportunities to delight the guest.

A familiar scenario is where, when a guest checks in, his or her email address is captured by the front desk. The good hotel would send the guest a 'thank you for staying with us' email, after check out. A very good hotel would include a link to the direct booking website –especially where the guest had previously booked through an OTA. A superbly organized hotel would include an invitation to return with an offer of a \$xx drink coupon, (after gleaning that the guest purchased from the bar, during every evening of his/her stay).





## THE CHERRY ON THE CAKE

Jason L was in Switzerland on an overseas business trip. Whilst writing something on a picture postcard during dinner in the hotel restaurant, he confided to the stewardess that since Robin, his eight-year-old son collected stamps; he never failed to send him a stamped postcard whenever he was abroad. Imagine his amazement then, when he found an envelope addressed to Robin containing several Swiss stamps of various denominations, with a handwritten note from the hotel's manager, placed on his hotel bed the following day.

Learning that the guest purchased from the bar, during every evening of his/her stay).

Gerard W, a regular visitor to the hotel, logs an average of 60 room nights annually since his job as a regional sales manager in real estate

requires him to travel every month to the region where the hotel is located. An avid golfer, he invariably played a round of golf at the golf course near the hotel, during each stay. It helped him network with potential buyers too. Whenever he made his hotel reservation, it was standard practice for the hotel to arrange for his game of golf and Gerard was quite content to pay the relatively exorbitant non-member fee to be able to get in a game of golf.

No sooner did the hotel's Sales & Marketing manager become aware of this, than he secured from the golf club 'overseas' membership for Gerard, at a nominal rate. The first year's membership fee, which was less than 5% of what Gerard spent on average at the hotel, annually, was also paid for by the hotel. This gesture converted him to become a

lifetime customer of the hotel.

It's such extraordinary service in a hotel that separates the 'best from the rest'; where every single member of staff from the concierge to the waiters to housemen/maids to the fitness centre attendants and colleagues needs to be on top of their game and focused on what the guests are saying.

Having such staff is the cherry on top of a deluxe offering. ♦

Written by:

**SHAFEEK WAHAB**

*Editor, Hospitality Sri Lanka,  
Consultant, Trainer, Ex-Hotelier*

Moderated by:

**RAMESH PERERA**

*Writer/Proofreader - SLITHM-Talk,  
Publication Committee  
Senior Lecturer*



MONARA RESTAURANT

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