

# SLITHM talk MAGAZINE

Sri Lanka Institute of Tourism & Hotel Management  
Volume 11 | January - March 2021



**NEW LOOK**  
A NEW CHAPTER  
*UNVEILED*



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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**Volume 11**  
January - March 2021

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**SRI LANKA INSTITUTE OF  
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A JOURNEY TOWARDS EXCELLENCE IN SRI LANKAN HOSPITALITY



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# EDITOR'S NOTE

Welcome to the Sri Lanka Institute of Tourism & Hotel Management SLITHM-Talk Magazine!

On its successful publication, Sri Lanka Institute of Tourism and hotel Management (SLITHM) has proudly re-organized the new "SLITHM-TALK" as our Quarterly Magazine.

Published four times a year electronically, the SLITHM is the premier journal of the Institute. The SLITHM Newsletter was founded in year 2017 and we are currently preparing for publication of our 11<sup>th</sup> volume with converting as a magazine,

As the editorial board we believe that this magazine will serve SLITHM as a window through which the complete profile of the academic and co-curricular activities, achievements and progress made during the stipulated period.

The theme of this renewal issue of the SLITHM magazine was formulated to address and review of the special events and programmes that happened in Colombo and all SLITHM Provincial Colleges from January to March 2021.

The SLITHM is an entirely Government run organization. We publish articles submitted by internal lecturers, and wish to motivate the visiting lecturers and industry professionals in near future in collecting articles. All articles are selected, edited and published by the SLITHM Editorial Board. Additionally, almost every issue contains at least one comment or case note authored by a student, as selected by the Editorial Board.

Offering Membership in the SLITHM Magazine and other journals will be a highly prestigious achievement. Rising first-year students are eligible to compete for membership

through a yearly write-on competition held at the end of the first year. Readmission students beginning their second, third, and final years at the SLITHM are also eligible for membership.

The Editorial Board of the SLITHM is selected from within membership ranks by the outgoing board, based on the successful and timely completion of members' writing and citation assignments, and individual members' qualifications for available positions. This will enable the prospective students to improve their writing skills, language skills and morale.

"SLITHM-TALK" magazine would not have seen the light of the again, without the commitment and special assistance from Mr. Ramesh Perera and Mr. Sagara Kulasinghe chief members of the SLITHM Talk publication committee. Next, we extend our special thanks to the Chairperson, Director General the Senior Administrative Management, DDG -Academic, DDG-Non-Academic, Principal of Colombo and all Principals of SLITHM Provincial Colleges, Cluster Heads, Registrar, Sectional Heads, faculty members and not forgetting the entire SLITHM family associates and the SLITHM talk reviewers.

It is our hope that "SLITHM-TALK" Magazine will become a huge success.



**GANGA WALPOLA**  
Assistant Director Librarian  
**EDITOR**

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**RAMESH PERERA**  
Senior Lecturer  
**WRITER / PROOF READER**

**SAGARA KULASINGHE**  
Assistant Director Marketing  
**INFORMATION COORDINATOR**



## BEST WISHES FROM \_\_\_\_\_ **CHAIRPERSON**

**“It is a matter of great pleasure and satisfaction that the Sri Lanka Institute of Tourism & Hotel Management (SLITHM) has come up with issuing the 11<sup>th</sup> volume of the Magazine.”**

**I** greatly appreciate the guidance and directions given by the Director General of SLITHM to her office publication committee in compiling and completing a journal even at this situation when the country is in an irremediable calamity.

We at SLITHM are committed to creating an ambience for nurturing innovation, creativity and excellence in our students. We aim to prepare the youth to confidently and competently face the challenges of intensifying competition by imparting high quality education coupled with appropriate training and wide exposure to the state-of-art practices.

Our educational programmes lay emphasis on all round personality development and also in inculcating human values and professional ethics which help our students become more humane and socially alive to lead a meaningful life.

Although the newsletter format is limited in the amount of in-depth information it can provide, we will make every effort to describe briefly our achievements as well as the activities carried out in every College.

Best wishes for the success and bright future to the SLITHM

**MRS. KIMARLI FERNANDO**

*Chairperson*

Sri Lanka Tourism (SLITHM)



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## BEST WISHES FROM **DIRECTOR GENERAL**

Dear prospective Principals, Cluster Heads and Sectional Heads,

**F**irstly, let me compliment all of you on considering your valuable contributions toward the SLITHM amidst of the pandemic situation. During the past years, our endeavour has been to train students to be superior professionals in the various fields of Hospitality & Tourism: Nearly 6000 such professionals now adorn the industry, and many of them are names to reckon with.

This achievement has not been incidental: When we start a publication, channel, service or other activity, there should be no compromise on quality, effort and leadership—that, indeed, is the value I have endeavoured for us to follow. So as a deliberate strategy, the institute has adopted high standards of academic input, blending it with theoretical, practical and industry exposure. Our magazine is not only some of the leading news disseminators in the country, but are at the cutting edge of technology application, and our students have enjoyed the obvious benefits from our state-of-the-art equipment, and resources. Students have been regularly exposed to important guests of the channels, but have also brought in minds that matter to campus. Consequently, our carefully handpicked students have been well placed at the end of their tenure.

As the Hospitality/Tourism world is dynamic, we observed it pushing its boundaries over the past decade—with new forays into online, social media and other specialized forms. These offer immense opportunities for our professionals and with that recognition, we decided to widen the scope of our offerings at SLITHM.

SLITHM offers various programmes in a variety of domains within the ambit of communication, including all forms of areas in Travel & Tourism Industry. While aligning themselves with our existing courses, newsletters, publications, newspaper articles, these programmes will go well beyond our own brands into the larger media sphere.

Over the next few years, SLITHM will be the leader in Hospitality/Tourism education in Sri Lanka. It will also continue to be our endeavor to understand the importance of gainful employment at the end of our rigorous programmes, and we will continue to forge formal and informal associations with the related industries. In our efforts to bring to you the best international minds to our campus, we are exploring global partnerships.

You are at the threshold of a major surge in our Hospitality Training initiative. I urge you to take full advantage of the several innovative plans our respected Principals and Cluster Heads has for you and benefit from their vast experiences as a Hospitality educator. They and their energetic team are always available and willing to help with answers to your questions, so do not hesitate to connect with them!

*Welcome to a great future in the world of Hospitality.*

**MS. NADEEKA WATALIYADDA**

*Director General (CEO)*

SLITHM

# BOARD OF MANAGEMENT OF SLITHM IN 2021

(In terms of Section IV of Tourism Act No. 38 of 2005)



**MS.KIMARLI  
FERNANDO**

Chairperson



**MS.NADEEKA  
WATALIYADDA**

Director General/ SLITHM



**MS.DHAMMIKA  
K.WIJAYASINGHE**

Board Member, Actg. Director General/  
SLTDA



**MS.D.L.  
SANNASOORIYA**

Board Member,  
Rep. Ministry of Tourism



**MR.PRIYAL  
PERERA**

Board Member, Rep. CHSGA



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**MS.NILUKA  
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Observer/Finance Ministry  
Representative



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**MR.THISSA  
GUNAWARDHANE**

Board Member,  
Rep. Hon. Minister



**MR.BAZEER  
CASSIM**

Board Member, Rep. THASL



# NEWS AND EVENTS

JANUARY - MARCH 2021



## CERTIFICATE COURSES

# INAUGURATION CEREMONY OF SLITHM – 2021

'SLITHM-Talk' is a quarterly newsletter of the Sri Lanka Institute of Tourism & Hotel Management. It captures, in a highly readable format through its attractive blend of the visual and textual the multitude of activities that take place in all our colleges in its various disciplines and endeavors. The reports and the images are enthusiastically contributed by the principals, faculty staff and the very supportive administrative staff under the aegis of the dynamic Director General of the institute.

For the past fifty-five years the Sri Lanka Institute of Tourism & Hotel Management (SLITHM) has produced thousands of hotel & hospitality professionals in both locally & internationally.

Same in the year 2021, The Sri Lanka Sri Lanka Institute of Tourism & Hotel Management (SLITHM) also provides a sound professional training to cater to the fast-developing needs of the local and global hotel and tourism industries with the best trained and most highly motivated management professionals.

During the first 20 years, the focus was to train personnel for top and middle management position in the industry, supplemented with a programme of short courses in the hospitality trade.

Before the corona pandemic situation, Tourism Industry in Sri Lanka had expected to receive millions of tourists by the years with

an increase magnitude of tourist influx, the demand for workforce serving in tourist industry could be estimated around 600,000.

Hence, SLITHM is generating lots of trained personnel per annum for the tourism industry and the newsletter is highly newsworthy to the fraternities within the institute, the industry and other educational institutes of higher learning and the wider public. SLITHM-Talk is a newsletter that leaves a very firm and attractive trail of the vibrant activities of SLITHM.





## COLOMBO SCHOOL

The Inauguration Ceremony in the Colombo Main School was held at the auditorium graced by Mr. S. Hettiarachchi, the Secretary – Ministry of Tourism, and upon invitation the Training & Development Manager of the Galadari Hotel, Colombo Mr. Kavinda Rankothdiwela delivered the keynote speech. The rest of the personnel who were present at this occasion

were Director General, Principal, Cluster Heads, Academic Staff, Registrar and newly enrolled students for Certificate Level Courses, keeping to the health guidelines at this current situation, issued by the Ministry of Health. Prominence was given to the potential candidates from the Western Province as well as in nearby regions when selecting students for courses.



## KANDY SCHOOL

The Certificate Level Courses for the first intake at the Kandy Provincial College was launched with the presence of the Principal, Academic staff, non-academic staff and newly selected youth for the courses mainly from the Central Province and from close regions.

Health guidelines were strictly adhered at this occasion issued by the Ministry of Health.





## BANDARAWELA SCHOOL

Inaugural ceremony of the Certificate Level Courses at our Bandarawela Provincial College was commenced with the presence of the Principal, Academic staff, non-academic staff and all fresher students who were selected to follow courses offered from the Uva Province as well

as giving the prominence to those who are from nearby areas. It was observed that this event was organized by keeping to the health guidelines considered at this situation issued by the Ministry of Health.



## KURUNEGALA SCHOOL

The inaugural ceremony for Certificate Level Courses were introduced and initiated by the Principal, Academic Staff, non-academic staff and students who were selected to undergo studies at the Kurunegala Provincial College. It was also noted that this event was organized by

considering to adhere to the guidelines issued by the Ministry of Health especially at the current situation.





## ANURADHAPURA SCHOOL

The opening ceremony of the Certificate Level Courses at the Anuradhapura Provincial College was initiated by the Principal, Academic staff, non-academic staff and those newly enrolled students in keeping to the health guidelines at this pandemic, issued by the Ministry of

Health. It was observed that importance was given to those who are from the North Central Province and its nearby regions when selections were done.



## RATNAPURA SCHOOL

The opening ceremony of the Certificate Level Courses at the Ratnapura Provincial College was initiated by the Principal, Academic staff, non-academic staff and those newly enrolled students in keeping to the health guidelines at this pandemic, issued by the Ministry of

Health. It was observed that importance was given to those who are from the Sabaragamuwa Province and its nearby regions when selections were done.





## KOGGALA SCHOOL

The ceremonial induction for all Certificate Level Courses inaugurated at Koggala Provincial College with the attendance of the Principal, Academic Staff, non-academic staff and all newly selected students especially from the Southern Province and also giving importance

to those who are from nearby regions. It was also observed that this occasion was held by keeping to the health guidelines issued by the Ministry of Health at this pandemic situation.

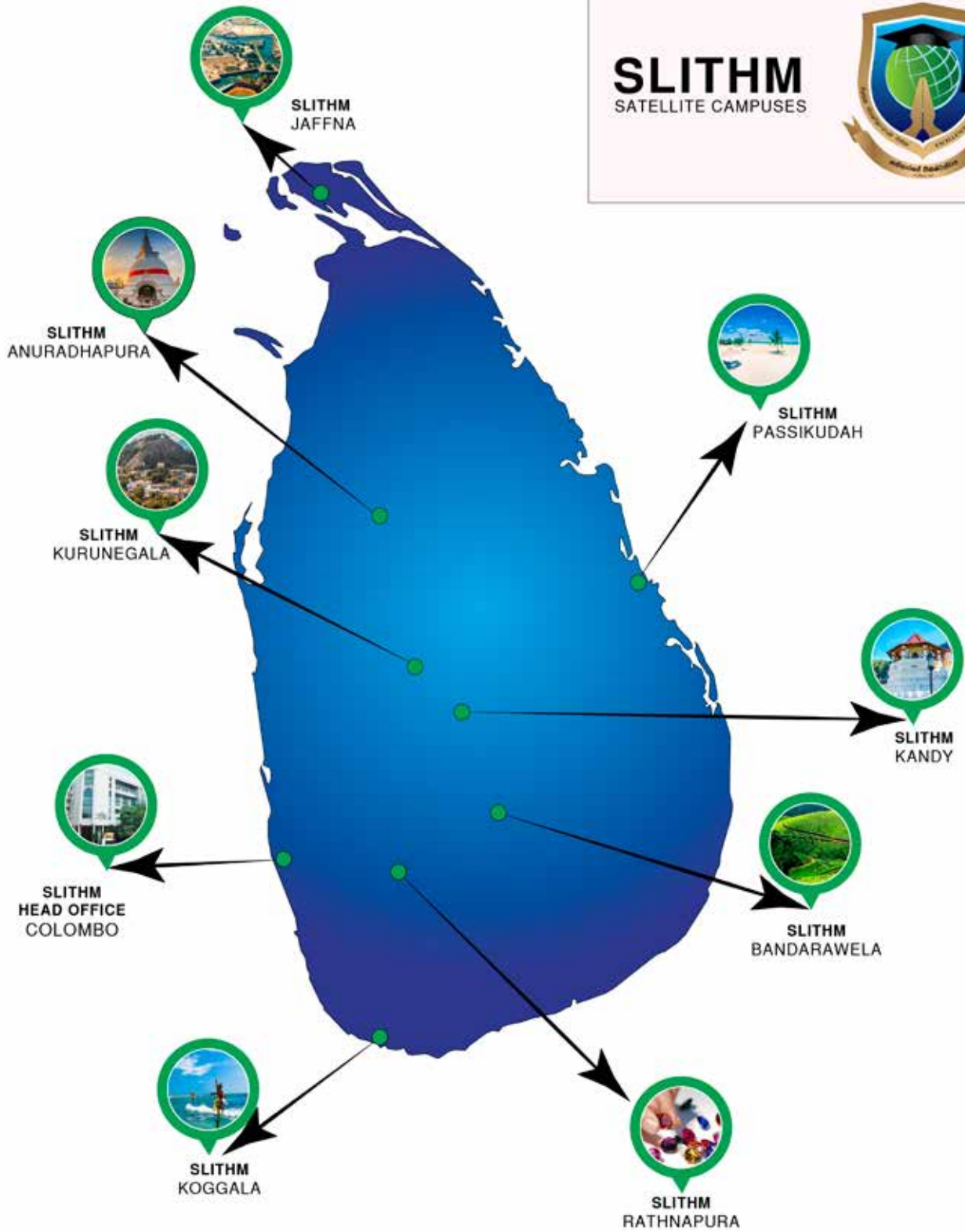


## PASIKUDAH SCHOOL

The inauguration ceremony on 13 Years Guaranteed Educational Programme was held with the attendance of the Principal, Academic Staff, Teachers-in-Charge of Schools, the students and their parents from various Schools. This occasion was organized with the presence of the area PHI and the OIC of the Kalkudah Police Station to educate the students as how they should

maintain the laid down policies at this pandemic. Explaining of the SLITHM history, the role of the SLITHM, Rules & Regulations of the institute was delivered by the Principal and the academic staff.





**SLITHM**  
SATELLITE CAMPUSES



## INAUGURATION CEREMONY OF NATIONAL TOURISM GUIDE COURSE 2021

The Inauguration Ceremony of the National Guide Course was ceremonially launched by the Director General, Head – Travel & Tourism Cluster, Registrar and all staff, by keeping to the health guidelines at this current situation, issued by the Ministry of Health.



## STRATEGIC PLANNING WORKSHOP AT SHANGRI-LA HOTEL, COLOMBO

A Workshop on 'Strategic Planning' was organized by the Institute on 08<sup>th</sup> January 2021 at Shangri-La Hotel, Colombo by Mr. Stefan Moraes, Consultant for strategic planning, with the presence of Director General, All Principals, Cluster Heads, Registrar and his staff and all Departmental heads. Very important topics were widely discussed at this meeting with active participation of the SLITHM Staff along with the Consultant and his Staff.

At this meeting the following important topics were vividly discussed:

- Strategic planning process implemented for SLITHM
- Environmental analysis with SLITHM
- Competitors' analysis
- Formulation and implementation of strategies

### OUTPUT OF THE WORKSHOP

- Basic awareness of the strategic planning process amongst the Management staff
- Develop a committee for strategic planning process of SLITHM



## NVQ DISCUSSION WITH BOARD OF MANAGEMENT AND SENIOR STAFF

A discussion and workshop on 'NVQ' with Board of Management and Senior Staff of SLITHM was organized to discuss and to explore more opportunities in developing the existing curricular along with the TVEC personnel. Guidelines was issued when preparing curricular to suit the 'NVQ' models. The NVQ is recognized locally and globally and has a high demand. Obtaining the NVQ qualification will help us greatly to be recognized as a degree awarding Centre.



## AWARENESS PROGRAMME FOR YOUTH OFFICERS OF NATIONAL YOUTH COUNCIL, MAHARAGAMA

An Awareness Programme for Youth Officers attached to the National Youth Council of Maharagama was organized in educating them of our courses, importance of the courses offered by the SLITHM, the job opportunities available both locally and overseas for students and other aspects that any youth should possess in their personal or trade career. The main objective intended to be attained is to make aware of the different courses in differentiate segments mainly in all the Divisional Secretariats of the Western Province and especially in Colombo District.





## WORKSHOP OF PEOPLE'S MANAGEMENT FOR MODERN HR STRATEGIES PART 1 AND 2

People's Management workshop was conducted for the Middle and Top Management Level personnel by the HR consultant on 18<sup>th</sup> February 2021, at the Monara Restaurant of the SLITHM. Many vital matters were focused at this quorum as how Government Officers should deal with the general public, importance of offering our services to them, understanding their needs and catering to their expectations, planning and directing, and many other significant topics that is essential for our day-to-day official matters.

Again, many dynamic matters were discussed at this quorum as how to offer a good service to the general public by the Government Officers and how they should deal and maintain good personal attitudes with the general public, importance of offering our services to them, understanding their needs and catering to their expectations and many other significant topics that is essential for our day-to-day official matters.



People's Management workshop (second segment) was conducted for the Middle and Top Levels of Management Staff by the HR consultant on 24<sup>th</sup> March 2021 at the Monara Restaurant, of SLITHM.



## DISCUSSION OF TOURISM ACTION PLAN & THE PROGRESS WITH THE HON. MINISTER OF TOURISM

A prospective meeting was convened by the Hon. Minister of Tourism, Director General of SLITHM and all Senior Staff to discuss future strategies in developing the SLITHM services to the stakeholders. The Minister pointed out some development schemes that could be implemented in forthcoming periods.



## LAUNCHING OF A BOOK THEMED “BEACH BOY” BY SENIOR LECTURER – TRAVEL & TOURISM

Tourist Guides participated at this event and shared their valuable thoughts and ideas. The main objective was to stop Beach Boys menace and harassment mainly to foreign tourists and travellers and give a chance/opportunity to promote Sri Lanka and its services to Beach Boys in a professional demeanor. Academicians from various leading educational institutes participated at this event. The book was written on a research based on beach boys culture, behavior, living styles etc.



## WOMEN’S DAY 2021 - “WOMEN IN TOUR GUIDING – FUTURE CHALLENGE”

A seminar was organized empowering women to partake in ‘Tour Guiding’ and offer their services to travellers and tourists who seek assistance. Since there are ladies who travel alone could be benefitted by these women Tour Guides in future. Among the various matters that were discussed at this workshop, prominence were given to women to actively participate in tourism related sectors taking the leadership since women participation is very low compared to other industries. It was observed that certain cultural barriers obstruct the women to contribute and share their experiences and a personality development awareness campaign was organized in educating them.



# WOMEN'S DAY COLLABORATION WITH HILTON COLOMBO. WITH ALL FEMALE STUDENTS VIRTUALLY

Hilton Colombo, at a special programme initiated in promoting employment opportunities in the Hotel Industry launched a campaign in enrolling female youth offering with fringe benefits and prospect chances in self-growth by employing at an International Hotel Chain, Hilton. They informed that potential youth will be selected to work in any other Hilton overseas with the initial training taken at Colombo Hilton.



## “WOMEN’S MONTH” CELEBRATIONS - SLITHM & COLOMBO HILTON

Liya Diriya CSR programme with Hotel Hilton – 26<sup>th</sup> March 2021 started with 8 students.

“Choose to challenge” - Virtual program on sharing experiences of young female students of SLITHM with senior female leaders in Hilton group.

# PROMOTIONAL CAMPAIGN FOR HOTEL SAMUDRA

Promotional Campaign for Hotel Samudra, the Training Hotel of the SLITHM was launched in marketing the services offered at very reasonable and highly competitive rates compared to any other hotel in Colombo and suburbs. Leaflets, handbills, were disseminated within the participants.

**EXCELLENCE SERVICE AT OCEAN SHORES GOVERNMENT HOTEL AT AFFORDABLE PRICE In Colombo**

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- Digital Smart Screen
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**MONARA RESTAURANT**

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- Price Rs 14300

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A/C, Multimedia Facilities, Sound Systems, Food menus as per your selection

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Email: hotelsamudra@slithm.edu.lk

# SLITHM TOURISM EDUCATIONAL UPGRADES

**SRI LANKA INSTITUTE OF TOURISM & HOTEL MANAGEMENT (SLITHM)**

**NATIONAL CERTIFICATE IN COMMUNITY BASED TOURISM (CBT)**

**TRAIN OF TRAINER (TOT) PROGRAMME FOCUSING INDIAN LEVEL 04, IN COLLABORATION WITH THE DEPARTMENT OF TRADE, COMMERCE & TOURISM - CENTRAL PROVINCE, WAYAMBA DEVELOPMENT AUTHORITY (WDA), MINISTRY OF TOURISM, SRI LANKA TOURISM DEVELOPMENT AUTHORITY (SLTDA) & SRI LANKA TOURISM PROMOTION BUREAU (SLTPB).**

If you are a community leader/member of a Community Based Organization (CBO) with an unique characteristic of natural cultural aspect or any livelihood (Traditional agriculture, Fishing/ Pottery making/ Lacover making or any) which has a great potential for tourism, you are the one we are looking for.

Please forward your application by registered post on or before 20th of March, 2021 to reach: Registrar, SLITHM, No 78, Galle Road, Colombo 03.

Application forms can be downloaded from [www.slithm.edu.lk](http://www.slithm.edu.lk)

**Contact Details:**  
Name: Insiyah M.Dhanra Hettiarachchi  
Tel: +94 11 238 2212  
Email: [inshyah@slithm.edu.lk](mailto:inshyah@slithm.edu.lk)  
Website: [www.slithm.edu.lk](http://www.slithm.edu.lk)  
Address: Sri Lanka Institute of Tourism & Hotel Management, 78, Galle Road, Colombo 03

**Entry qualifications**

- Should have studied up to O.C.E. Ordinary Level
- Age limit: 18-65 years
- Member of a Community Based Association recommended by the Provincial Tourism Authority
- At least five years' experience of the particular occupational/ livelihood

**Course fee: Free of charge**

**Course Available at: Kandy & Kurunegala**

**SRI LANKA INSTITUTE OF TOURISM & HOTEL MANAGEMENT**

**CERTIFICATE IN EVENT MANAGEMENT**

Designed and developed specially to support the Meetings, Incentives, Conferences/Cooperations & Exhibitions (MICE) Tourism

**Entry Qualification:**  
O.C.E. Ordinary Level / Equivalent with a Simple pass for English Language in five years of MICE tourism sector experience in an Event Company with English language ability.

**BE A PROFESSIONAL TREKKING GUIDE IN THE ADVENTURE TOURISM INDUSTRY.**

**CERTIFICATE OF HIKING AND TREKKING**

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Address: Sri Lanka Institute of Tourism & Hotel Management  
78, Galle Road, Colombo 03



# ACHIEVEMENTS AND ACTIVITIES OF ALL PROVINCIAL COLLEGES OF **SLITHM** JANUARY - MARCH 2021

## PROVINCIAL COLLEGE IN KANDY

One month program in Hotel Operations commenced on 06th March and completed on the 28<sup>th</sup> March 2021 with 31 numbers of students

Areas of learning

- Hotel Housekeeping 18 hrs
- Hotel Reception 14 hrs
- Restaurant and Bar service 18 hrs



## AWARENESS PROGRAMS CONDUCTED FOR OUTSIDE ORGANIZATIONS IN KANDY

Awareness on Table etiquettes and Manners for the staff of Central Province Tourism Department. 28 staff members participated for this 01-day program from 9.00 am - 4.00 pm.

Two days programs on hotel operation for Home Stay Keepers in Heeloya. The department of Tourism in Central Province sponsored this program, whilst the lectures were provided by the faculty staff and the event took place at SLITHM Kandy.



## STUDENTS' EVENTS IN KANDY SCHOOL

Interclass Badminton tournament at the school premises -18<sup>th</sup> March 2021



## PROVINCIAL COLLEGE IN JAFFNA

The newly established Provincial College in Jaffna conducted a cleaning campaign and arranging the school premises.



Career Guidance programme was conducted for 25 young unemployed women in Jaffna on 25<sup>th</sup> February 2021.

## PROVINCIAL COLLEGE IN RATNAPURA

Awareness and motivational programme was conducted for 30 participants under the “100000” employment opportunities programme at the Ratnapura School.



## PROVINCIAL COLLEGE IN BANDARAWELA

Awareness programme was conducted for the employees of Foreign Employment Bureau on 17<sup>th</sup> and 19<sup>th</sup> February 2021 at the Bandarawela Hotel School.





# PROVINCIAL COLLEGE IN KURUNEGALA

Inter class carom tournament of batch CL030 was held in school premises.





## Sri Lanka Institute of Tourism and Hotel Management (SLITHM)

MINISTRY OF TOURISM

We are the premier government institute in the country providing education and training for the development of human resources for tourism and hospitality industry.



COURSE	SUBJECT	FEES	ENTRY QUALIFICATION
<b>National diploma in Hospitality Management</b> 03 year – full time (Available at Colombo & Kandy Colleges)	Professional: cookery, Food & Beverage Operations, Front office Operations, & Hotel House Keeping Operations are covered in this course	Rs. 5750.00 (Per Month)	<ul style="list-style-type: none"> <li>• Should have passed G.C.E. A/L examination in all subjects at once in not more than 3 sittings</li> <li>• A credit pass in English Language at G.C.E.O/L in not more than two sittings or Ordinary pass at G.C.E.A/L</li> <li>• An ordinary pass for Mathematics at G.C.E.O/L in not more than 2 sittings</li> <li>• Age limit 18-24 years.</li> </ul>
<b>Certificate level</b> 05 months-Full time (Available at all Provincial Colleges except Pasikudah College)	Professional: cookery Restaurant & Bar Service Hotel Reception Hotel House Keeping	Rs. 5000.00 Rs. 4500.00 Rs. 3000.00 Rs. 3000.00 (Per Month)	<ul style="list-style-type: none"> <li>• G.C.E.O/L Minimum 06 passes (at least 2 5-passes for English &amp; Mathematics in not more than 2 sittings) including 3 credits and another pass <b>OR</b></li> <li>• Craft level at SLITHM with one year Industrial training in the relevant field <b>OR</b></li> <li>• Those who are already employed in the Hotel Industry with 02 years Industrial training in the relevant field</li> <li>• Age limit - 18 years or above</li> </ul>
<b>Intermediate Level</b> 06 months -Full time (Available at Colombo College)	Professional: cookery Food & Beverage operation Front office operation Hotel House Keeping operations	Rs. 4100.00 Rs. 3500.00 Rs. 3500.00 Rs. 3500.00 (Per Month)	<ul style="list-style-type: none"> <li>• 4 basics/ 3 basics/ 2 basics or 1 basic certificate level at SLITHM with relevant Industrial training <b>OR</b></li> <li>• Direct entry applicants from the industry must have served minimum of 05 years in the particular discipline in the industry at managerial/Supervisory level with G.C.E.O/L qualifications</li> </ul>
<b>Pastry &amp; Bakery Course</b> 03 months Full time (Available at Colombo College)		Rs. 5,000.00 (Per Month)	<ul style="list-style-type: none"> <li>• studied up to GCE O/L</li> <li>• Age limit 17- 25 years</li> </ul>
<b>Certificate Course in Event Management</b> 06 months (Available at Colombo College)		Rs. 33,000.00	<ul style="list-style-type: none"> <li>• G.C.E. Ordinary Level / Equivalent Passed with a Simple pass for English Language <b>OR</b></li> <li>• Five years of MICE tourism sector experiences or working in Event Company with English language abilities</li> </ul>
<b>Certificate Course in Trekking &amp; Hiking Guide</b> 04 months (Available at Colombo & Kandy Colleges)		Rs. 40,000.00	<ul style="list-style-type: none"> <li>• G.C.E. Ordinary Level / Equivalent Passed with a Simple pass for English Language <b>OR</b></li> <li>• Five years of Adventure tourism sector experiences with English language abilities</li> </ul>

**Rs:500.00 Will be taken as registration fee with the first instalment (Only for the selected candidates)**

**SLITHM Colleges:** Colombo, Anuradhapura, Kurunegala, Kandy, Koggala, Ratnapura, Bandarawela, Jaffna, Pasikudah

General inquiry  
**Registrar, Sri Lanka Institute of Tourism & Hotel Management,**  
 No. 78, Galle Road, Colombo 03. Web Site : [www.slithm.edu.lk](http://www.slithm.edu.lk) Tel: 011 2258372/15/16

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# DIGITAL TRANSFORMATION

## OF THE SRI LANKA INSTITUTE OF TOURISM & HOTEL MANAGEMENT

Technology will be the key change agent of the hospitality education of the future. It will shape the way we learn, the way we interact and the way we do work.

With the extravagant usage of technology in the future, companies will have to differentiate themselves from the competition through the human factor. The human interaction is extremely important in the hospitality industry and this could be the motivation of other industries to hire graduates from a hospitality institution. Excellence in the future will be defined by the level and quality of the human interactions even more than today, as technology will be a given.

The hospitality education of the future will not be able to afford to be a disciple of the industry by just answering short and medium terms needs. It will have to be a driver for the hospitality industry which is not just confined to hotels, but to extend to any company wishing to place customers at the center of the interactions.

The SLITHM – Talk Newsletter is the premier and leading journal in the field of Travel & Tourism published by the Sri Lanka Institute of Tourism & Hotel Management. The journal comprises a multitude of activities which together form one the world’s fastest growing international sectors. The newsletter takes an interdisciplinary methodology and includes national and regional tourism as well as specific hospitality approaches.

This newsletter aims to confront the most challenging issues that the hospitality industry faces. This relates to the recruitment and retention of talented future leaders produced by SLITHM. This is a long-standing issue but one that is increasing in importance as industry changes, combined with external pressures within the labour market.

Hospitality employees’ attitudes and behaviours play a crucial role in enhancing customer satisfaction and service quality, and ultimately firms’ success; therefore,

organizations must have skilled, customer-oriented staff. This is the primary goal of the SLITHM to support the industry with required manpower and to retain customer-oriented employees.

Covid-19 Global pandemic has now brought the entire socio-economic structures in to a standstill state all over the world. It has already challenged the global operations of several business sectors including the Hotel Industry. Time has come to rethink and recover and regain of the economy, employment and business operations with a fresh beginning in most of the worsened economic sectors.

This sudden fall in tourism industry have created severe economic and social consequences within and beyond tourism in the region. Sri Lanka is a country with open economy, has hit badly under this circumstances, yet, for Sri Lanka, tourism sector’s contribution towards countries development is been quite considerable.





**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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