



TTS HOSPITALITY



CONTENTS

03 INTRODUCTION

Insight into the concept behind the start-up

04 OUR VISION & MISSION

Our core values and objectives in a nutshell

05 THE TEAM

Meet the faces behind the operation

07 OUR SERVICES

Range of our expertise and how we could add value to your brand

10 OUR PROPERTIES

Portfolio of what we handle currently



INTRODUCTION

ABOUT US

A team of enthusiastic, young industry experts joins forces to offer comprehensive solutions for your property, leaving no detail untouched. Our core values include integrity, commitment to excellence, a professional attitude, and personalized care.

With 4 to 12 years of experience in the Hospitality Industry, we are dedicated to positioning your property for success. Our focus on yield management, customer service, and advanced process management guarantees a high return on investment. Our solutions encompass Property Management, A Booking Engine, and Curated Travel Experiences.

Our 4-member team, supported by a capable staff in each property, creates job opportunities and provides on-the-job training for aspiring professionals in the Hospitality Industry. We are relentless in our pursuit of excellence, and by taking your property under our wing, we bring forth innovative ideas to benefit all stakeholders.

The name "TTS Hospitality" reflects our meticulous approach to life, ensuring clarity and attention to detail. It perfectly complements our Vision and Mission, emphasizing the meaningful relationships we build over time.





OUR VISION

“Our vision is to become the Best Revenue Management Service Provider for the small-scale property owners in Sri Lanka & Maldives.”

OUR MISSION

The mission of TTS Hospitality is to create a mutually beneficial relationship between property managers and owners by providing the front-end revenue management service. This enables the property manager to focus on the back-end operations while the owners benefit from our professional approach to revenue management.



Dilshan Sirisena- Co-Founder

Dilshan is a Chartered Marketeer of the Chartered Institute of Marketing - UK and holds two postgraduate diplomas; one in Travel Tourism & Hospitality Management from Wigan & Leigh College - UK and the other in International Relations from the Bandaranaike Centre for International Studies, Sri Lanka.

Dilshan is a DMC specialist, Travel tech expert and a Hotelier. He has been in the industry since 2010 starting off as tour executive and climbing up the ranks up to Director Marketing for one of the largest inbound tour operators in Sri Lanka. During this period, he represented the company and Sri Lanka across various trade fairs in Europe and worked very closely with numerous European agents. Subsequently Dilshan joined a Travel Tech company as the Chief Marketing Officer where he was responsible for spearheading the product launch across Sri Lanka. Dilshan is also a Hotelier where he was Head of Sales and marketing for a glamping style boutique resort named "Karpaha Sands" located in the east coast of Sri Lanka managing all their OTA platforms to travel agent sales calls and social media platforms.

Dilshan has very close connections with communities he has worked thus far and believes in giving back to locals. He is an avid believer in sustainable tourism and wants to include the locals when creating unique tour experiences for his clients. This led to the formation of "Soulful Sri Lanka" an experiential tourism outfit catering to inbound tourism.

Dilshan is a definition of an extrovert who also loves reading up on Sri Lankan History. As a result he curates some of the best "off the beaten path" experiences in Colombo. You can expect to see him doing "Bar tours" and "Historical Walks" in Colombo talking to anyone and everyone who stumbles across his path. You can also get good hints from him on the best camping sites and treks in Sri Lanka with a tinge of emotional narrative about his loved 4X4 escapades.



Adam Kenny- Co-Founder

Adam is a graduate in Hospitality and Hotel Management from; The international Hotel School, Sri Lanka.

He commenced his career in 2013 joining Cinnamon Hotels and Resorts (One of the largest Hotel operators in Sri Lanka under John Keells Holdings). Adam's natural inquisitiveness with people and flare for marketing helped him to transition to the sale team within Cinnamon and later rose up the ranks from a Junior Executive to Manager in the DMC sales business. During his tenure he was tasked with overseeing a team of 13 staff members and expertly selling 800+ rooms, a DMC portfolio of 600+ DMCs, 200+ corporate accounts, and optimizing direct and OTA sales for Cinnamon Hotels & Resorts. He currently leads the DMC sales consultation for Crystal Property Group in Sri Lanka.

During weekends you will constantly meet Adam at various National Parks patiently capturing the flora and fauna with his trusted camera and drones. He is also an avid futsal player who has now given up his hopes in joining the ranks of Manchester United.



Pawani Neligama- Head of Sales & Marketing

Pawani holds an MBA from University West England and an Advance Diploma in Hospitality and Tourism Management - William Angliss Institute Australia.

She commenced her career in 2017 at Cinnamon Hotels and Resorts (One of the largest Hotel operators in Sri Lanka under John Keells Holdings). Her journey began as a Corporate Sales Executive in the Sales Team, where she managed a portfolio of 200+ corporate accounts, nurturing and developing strong relationships with them. Pawani's role involved catering to the needs of these corporate clients for various events, conferences, and incentives. She excelled in curating unforgettable event experiences, hosting revenue-focused meetings, and ensuring seamless coordination for their outings. A notable aspect of Pawani's expertise lies in bank promotions. Her strategic partnerships with various banks, leveraging credit card offers, played a significant role in generating a substantial percentage of room nights for the properties she worked with.

Outside of work, you can always find Pawani in the kitchen engaging in her favourite pastime, baking. She runs her own baking page on Instagram "Popos_bakes" where you can get a glimpse of her baking talents.



Fateema Adamjee- Head of Operations

Meet Fateema- Our latest addition to the TTS family, Fateema hails with vast experience from the Aitken Spence - another industry giant in the Tourism Industry. Starting her career in 2019 with the reservations for Hotel Beds she switched to procurement couple of years later. Fateema also has extensive experience and knowledge in handling OTA giants such as C Trip, Yalago and MMT. She has been the pivotal point of contact for all their ground operations in the country.

Fateema oversees the reservations team while managing the portfolio of our villa collection. She spearheads the entire villa operation and makes sure the property owners vision is aligned with the operation. Her extensive support has been perfectly in line with what the company had aimed for in growth and maintaining service standards.

She also does not fail to always bring a Mardi Gras vibe when in office and we never fail to hear her cackle. She is the happiest by the beach, with a book in her hand.



Chamodi Eranga - Manager Finance and Revenue

Chamodi is characterized as the team member who embodies a unique blend of sternness and humility. With a background in finance and debt management she holds the pivotal position of Head of Finance.

She is responsible for cash collection particularly from travel agent bookings on behalf of the hotels and maintaining meticulous management of all associated reports. Additionally, she oversees month-end collections and manages the debt reports with precision. Over the past two years, Chamodi has cultivated a strong reputation with the DMC finance teams, giving her an advantageous position in payment collection. It's common to find her frequently hooked onto excel sheets as she simply loves her numbers.



Jeena Wickremaratne- Head of OTAsconnect

Jeena holds a Bachelor of Commerce (B.Com) Marketing and Management from the Monash University Malaysia.

She commenced her career at Cinnamon Hotels and Resorts in 2014 as an Executive and rose up the ranks to Manager- Digital and ecommerce Marketing where she left the group in 2022. With her keen focus on sales, marketing, and digital strategies, she's excelled in various roles like Head of Online Sales, Manager of Digital and E-commerce Marketing, and Manager of Website Design and Efficiency. Jeena's accomplishments speak volumes – she's boosted revenue, improved online visibility, and executed successful marketing campaigns for hotels and resorts.

Jeena leads the charge at OTAsConnect, a fantastic subsidiary of TTS Hospitality. Alongside her talented team, she's on a mission to help hotels and villas reach their full online sales potential. OTAsConnect handles everything from inventory management to revenue optimization. She's determined to change the game by showing that OTAs aren't just a necessary part, but valuable allies for properties. She wants to break the barriers and myths surrounding OTAs, shining a light on their potential as powerful distribution channels. Her goal is to help properties expand their reach, attract diverse guests, and achieve remarkable revenue growth – all with a friendly smile! With Jeena's forward-thinking approach, OTAsConnect stays ahead of industry trends and customer preferences, using innovative tech and strategic partnerships to tailor perfect solutions for each property.

When Jeena's not tackling the digital realm, you'll find her lost in contemplation, jotting down heartfelt poems about the ups and downs of motherhood and daily life. She's also a baking enthusiast, turning her kitchen into a delightful mess of flour and sugar. To add a musical touch to her days, she enjoys the soothing notes of worship music. And let's not forget, her sense of humour is as legendary as her occasional baking blunders.



Filishiya Thuring- Creative Head- Scope Digital

Meet Filishiya Thuring, fondly known as "Fili." She may have started as a fresh face in the industry, but her four years of experience as a customer service agent in a reputed airline company have made her a seasoned professional. Don't let her small stature deceive you – Fili is a massive multitasker who can effortlessly handle customer complaint calls while studying algebra and providing real-time assistance to customers.

Filishiya, the Head of Creatives for Scope Digital which is another subsidiary of TTS Hospitality. With a fun-loving spirit and an expert eye for design, she brings life and vibrancy to every project she touches. Her creativity knows no bounds as she masterfully crafts captivating visuals and engaging content that leaves a lasting impact on audiences. Filishiya's passion for her work shines through in every post, and her enthusiasm is contagious, making her an invaluable asset to any team. With Fili on board, you can expect nothing but top-notch service and a vibrant energy that's sure to leave a lasting impression.

If there is one person in the team who is always ready to dip their toes in unfamiliar waters of DIY projects, it is Fili. She's constantly busy capturing photos-making memories, singing, dancing (though not at the same time) and It's not a surprise she is the creative gene in the team. You can rely on Fili to make the best recommendations of the latest Netflix shows and to share the least known gastronomical delights in Colombo.



OUR SERVICES

Some of the key areas we specialize includes:

1. Sales - DMC / Local Corporate / OTA's
2. Social Media / Digital Marketing
3. Relationship Management
4. Reservations & Inventory Management
5. Revenue Management
6. Payment Collection
7. Operations Assistance
8. Reservations and KAM allocation

With our expertise covering these diverse aspects, we are fully equipped to cater to your needs and provide exceptional solutions.

SALES - OFFLINE

Our activities include:

- Engaging with corporate customers and travel agents to promote the property.
- Conducting sales visits to showcase the property's offerings.
- Hosting VIPs and managing relationships with key clients.
- Positioning the property with Destination Management Companies (DMCs) to gain visibility in foreign markets.
- Delivering property presentations and insights to generate demand in both local and foreign markets.
- Implementing sales strategies to stimulate demand within the local market.
- Managing the corporate database effectively.
- Developing MICE (Meetings, Incentives, Conferences, and Exhibitions) sales strategies to attract group bookings.
- Monthly updates on visits

SALES - ONLINE (OTA'S)

We handle the management of all Online Travel Agents (OTAs) including Booking.com, Expedia, and the Brand Site. Our expertise includes:

- Dynamic rate management based on demand, booking period, and seasonality.
- Ensuring Rate Parity across all channels.
- Strategically setting optimal pricing to attract the right demand.
- Constantly managing inventory across all OTA platforms.
- Taking charge of channel manager management for onboarded properties.
- Ensuring competitive rates are available online.
- Collaborating with the Offline sales team to maintain rate parity.
- Providing innovative pricing solutions to increase bookings.
- Running seasonal offers on OTAs.

Follow the link for more info on our Online sales services - [OTAsConnect Profile - Google Drive](#)

DIGITAL MARKETING -

Our focus includes:

- Manage Digital pages (Instagram/Facebook)
- inbox management
- Content creation / posting up to a minimum of 8 posts a month
- Identifying market segments and distribution channels through social media platforms.
- Planning ad campaigns and boosting budgets
- Presenting a proposed marketing spend for each month with the property owner
- Offering digital marketing campaigns for the property (additional charge).
- Providing a complete digital marketing plan on a monthly basis
- Website creation / SEO management / Ad management
- Brand positioning / PR representation / Brand Partnerships

RESERVATIONS/REVENUE MANAGEMENT

Our responsibilities include: One reservations agent to be allocated

- Handling all reservations calls / Hotline management
- Sending booking vouchers to confirmed customers.
- Efficiently managing inventory for all segments
- Handling calls, queries, requests.
- Entering all bookings on to the PMS system
- Ensuring that customer preferences is communicated to the front office Teams
- Timely confirmations sent out to the direct bookers
- DMC confirmations/ Invoices
- Domestic market payment follow ups
- Maintaining an availability chart and providing weekly updates to the property owner on bookings.
- Implementing revenue management solutions with structured pricing to maximize revenue.
- Identifying appropriate pricing based on supply and demand dynamics.
- Maintaining market share and fair share for the property to achieve optimal performance.



OUR PROPERTIES

Luxury Brands

- Tribe Yala
- The Bellwood Manor - Nuwara Eliya
- Yahva Bentota

Star classified Resorts

- Kalus Hideaway- Udawalawa
- Kalundewa Retreat - Dambulla
- Crystal Sands Hikkaduwa

Villas

- Kurokawa Kalutara
- Villa Mankani - Dambulla
- The Cheriz Boutique- Nuwara Eliya

- DMC Consultation & representation for Crystal Sands and the One group of Hotels

MORE VALUE WITH TTS

- Handling of the property owners/ partners call- (Exclusively handled by TTS)
- Exclusive Sales Visits- Local Cooperates & DMC's
- Reservations hotline/Customer service number
- One time OTA setup fee for new OTAS if needed
- Handling of OTA's issues and contract complications
- Inventory & Revenue Management Consultation by TTS Team
- KAM allocation (Sales Representation / Reservations)
- Client database creation & management