



**NAWALOKA
HOSPITALS PLC
COLOMBO**

VACANCY:

SERVICE EXCELLENCE TRAINING OFFICER

Location: Colombo

Department: Human Resources / Learning & Development

Industry: Healthcare / Hospital Sector

Nawaloka Hospitals PLC Colombo is seeking a dynamic and results-driven *Service Excellence Training Officer* to lead initiatives that elevate patient experience, customer service standards, and organizational service culture across all departments.

This role is critical in driving world-class service delivery standards aligned with our commitment to clinical excellence and patient-centered care.

KEY RESPONSIBILITIES

- Design and deliver Service Excellence training programs.
- Conduct Training Needs Analysis (TNA).
- Facilitate workshops on communication and service recovery.
- Monitor patient feedback and service KPIs.
- Develop training materials and e-learning content.
- Partner with departments to enhance service standards.

CANDIDATE PROFILE

- Bachelor's Degree in HRM, Business Management, Psychology, or related field.
- 3-5 years' training experience in healthcare or service industry.
- Strong communication skills in English & Sinhala or Tamil.

COMPETENCIES REQUIRED

- Service Culture Leadership
- Coaching & Mentoring
- Complaint Resolution

Send your CV to: vacancy@nawaloka.com

