

2025



HELLO@CENTRALHRSOLUTIONS.COM

Introduction

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We are **Central HR Solutions**, the premier name in Service Excellence and Interventions.

We don't just teach service. We ignite it.

From the words your team **speaks**, to the way they **walk, smile, and connect**—we embed service into the very DNA of your organisation.

Because true service isn't a skill. It's a way of life. And it drives profit like nothing else.



Why choose us?

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We've lived it. From the frontline to the boardroom, our leadership has worn every hat —**Service Associate, Trainer, COO**. We know what works because we've been there.

Everything we do runs through our proven **GDPS Formula**:

- **Growth** – Will your people and business expand?
- **Development** – Will your teams level up?
- **Profit** – Will your bottom line grow?
- **Service** – Will your customer experience shine?

If it doesn't check all four boxes, it doesn't leave our desk.

How we transform Service

03

SEE THE TRUTH

MYSTERY AUDITS UNCOVER THE REAL CUSTOMER JOURNEY.

SHIFT THE CULTURE

IMMERSIVE SIGNATURE INTERVENTION THAT REWIRE MINDSETS.

BUILD CHAMPIONS

WE CERTIFY YOUR TRAINERS TO CARRY THE FLAME FORWARD.

SUSTAIN SUCCESS

TAILORED SOS PLAYBOOKS AND STANDARDS TO KEEP EXCELLENCE ALIVE.

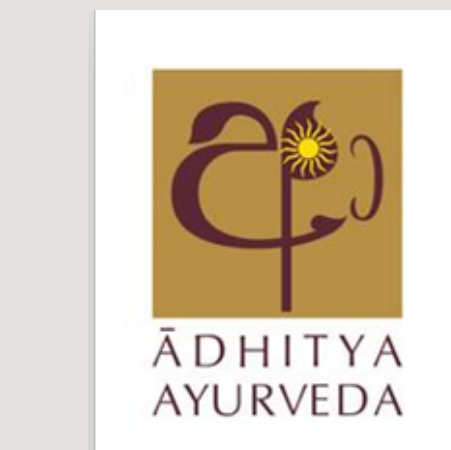


Proven Impact

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In just the first half of 2025, we've trained
Over 2,500 professionals—from
**Banks and Hospitals to Hotels
and Schools.**

Our footprint stretches across industries and
borders, transforming everyday service into
unforgettable experiences.



What people say?

“BEST MOST COMPREHENSIVE AUDIT EVER”

“ALL LEVELS LOVED THE PROGRAM”

***“CHANGED OUR WHOLE TEAM CULTURE &
DYNAMICS”***

“THE BEST LEARNING INTERVENTION EVER”

“SALES INCREASED, NEED I SAY MORE”

Our Signature Solution: The 7 Platinum Rules

A high-impact masterclass designed to flip service on its head.

Covering:

- **The first impression & the last 5%**
- **Empathy in action**
- **Team synergy**
- **Grooming & presence**
- **Crafting memorable experiences**

10,000+ lives changed. And counting.



Our Service Sensei & Faculty

A **powerhouse team** of trainers, hoteliers, educators, media icons, and industry experts. Each one brings real-world mastery to the table—ensuring our programs are as inspiring as they are practical.



Architects of Change

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**SHASHI
JAYAWARDENA**

MASTER TRAINER, CEO, HOTELIER



**SOUNDARIE DAVID
RODRIGO**

Attorney-at-Law,
Artistic Director,
Concert Pianist



**BJORN
VANDERHORST**

Snr Consultant,
Michelin-starred Chef,
Culinary Director



**PRIYANKARA
SUMANAPALAGE**

CEO, Educator,
Colombo Bartender
and Barista school



**DANU
INNASITHAMBY**

Media Advisor, TV
personality



AMAYA RODRIGO

Snr Auditor, Early
Childhood Educator,
Operations Manager



CHERANKA MENDIS

Snr Consultant,
Director of Communications,
SM & Communications Trainer

What we stand for

- **EXCELLENCE**
Raising the bar at every customer touchpoint
- **EMPATHY**
Human connections that build loyalty
- **GROWTH**
For your people, your culture, and your business
- **SIMPLICITY**
Clear, practical solutions that stick
- **SUSTAINABILITY**
Service standards that last, not fade

Service.
Passion.
Profit.
People.

Ready to Redefine Service?

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Let's transform your people, your culture, and your profit—**together.**

hello@centralhrsolutions.com

+94 777 431 596

www.centralhrsolutions.com

08 Boteju Road, Colombo 05





EXCELLENCE

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TRANSFORMATION

CULTURE

INTEGRITY

PASSION

SIMPLICITY

PROFITABILITY