



NIGEL ANTHONY THOMAS

General Manager | Global Hospitality & Resort Operations Leader
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PROFESSIONAL SUMMARY

Accomplished hospitality executive with 20+ years of global leadership experience managing P&L accountability for luxury resorts, multi-unit F&B operations, and international cruise lines across India, Middle East, and USA.

Expert in turnaround management, cost optimization, and scalable SOP implementation. Proven track record driving 12-15% improvements in guest satisfaction and profitability while leading multicultural teams of 80+ staff.

Continuously advancing expertise through AI productivity and automation certifications.

CORE COMPETENCIES

P&L Management & Budget Control | Multi-Unit Operations | Luxury Resort & Hotel Management | F&B Cost Optimization | Turnaround Leadership | SOP Development | Compliance (FSSAI, HACCP, USPH, ServSafe) | Vendor Negotiation | Pre-Opening & Refurbishment | Team Building & Training | Guest Experience Enhancement | Crisis Management | Contract Administration | AI-Powered Operations

PROFESSIONAL EXPERIENCE

General Manager — Resort & Multi-Unit Operations

Premium Hospitality & F&B Brands, India | 2018–2025

Held full P&L ownership for multiple premium properties with combined annual revenues exceeding ₹8 crores

Directed day-to-day operations for resort and F&B concepts, leading cross-functional teams of 80+ staff across locations

Achieved 12% reduction in food costs through strategic vendor rationalization and inventory waste elimination protocols

Improved guest satisfaction scores by 15% via service standard enhancement and staff training programs

Implemented HACCP-based safety systems and FSSAI compliance frameworks across all units

General Manager

Nandi Hills Resort & Café, Bangalore | Jan 2024–Sep 2025

Directed end-to-end resort and café operations with complete P&L accountability, managing 50+ workforce

Oversaw property maintenance, guest services, and F&B operations in boutique resort environment

Director of Operations

The Ofen Bakery-Bistro, Hyderabad | Nov 2022–Jan 2024

Managed daily operations for high-volume bakery-bistro, focusing on profitability optimization and product quality standardization

Streamlined supply chain and production workflows to enhance margins and reduce operational costs

Multi-Unit Operations Manager

Klay WorkZ Barista, Bangalore | Apr 2020–Oct 2022

Managed dual-location operations and standardized SOPs for consistency and efficiency

Established HACCP-based food safety protocols achieving 100% compliance audit scores

Operations Management – International Cruise Lines

Global Routes (USA, Bahamas, Caribbean) | 1993–2019 (20 Years)

Oversaw multi-outlet F&B operations for premium cruise brands, managing revenues exceeding \$250,000 per voyage

Led shipboard teams of 100+ crew members across restaurants, bars, and galley operations

Acted as project leader for dry dock refurbishments and pre-opening new builds, ensuring brand consistency under strict timelines

Maintained full compliance with USPH sanitation standards and maritime safety regulations

Restaurant Operations Manager

United States | 2007–2013 (6 Years)

Directed high-volume restaurant operations from pre-opening setup to full operational maturity

Managed staffing, training, and financial performance across multiple US locations

Hospitality Management

5-Star Hotel Properties (Ramada, Meridien, Al Ain), Middle East | 2002–2007 (5 Years)

Managed F&B and rooms operations within luxury hotel environments

Delivered guest satisfaction improvements while controlling operational costs

EDUCATION & CERTIFICATIONS

F&B Management & Cost Controls – American Hotel & Lodging Educational Institute (AH&LA), USA

Food Safety Management – ServSafe Certification, USA

Public Health & Sanitation – USPH Training, Johnson & Wales University, USA

Safety & Hygiene Compliance – FSSAI & Occupational Safety Training, India

AI & ChatGPT for Business Operations – OUTSKILL Professional Certification, 2024

AI-Driven Process Automation – B10X Executive Workshop, 2024

Secondary Education – High School SSC, Bangalore, India

ADDITIONAL INFORMATION

Languages: English (Fluent), Hindi (Intermediate), Tamil (Conversational), Kannada (Conversational)

Mobility: Fully authorized and willing to relocate for Pan-India or International leadership roles

Date of Birth: 27 January 1952

Home Town: Mumbai, India