



# NIGEL ANTHONY THOMAS

**General Manager | Global Hospitality & Resort Operations Leader**

*Specializing in High-Pressure, Multi-Regional Operational Excellence* Mumbai, India |

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D. O.B. 27/01/1952

Home Town : Mumbai

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## EXECUTIVE SUMMARY

Senior Hospitality Executive with over 20 years of international leadership across luxury resorts, multi-unit restaurants, and global cruise lines.

Proven expert in ★**CROSS-CONTINENTAL OPERATIONS**★ with a career built on the front lines in India, the Middle East, and the USA. Recognized for a "strong-base" leadership style—bridging the gap between high-level theory and gritty, practical F&B/Rooms reality. Expert in P&L ownership, crisis management, and building high-performing multinational teams.

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## CORE LEADERSHIP COMPETENCIES

★**GLOBAL ASSET MANAGEMENT**★: Full P&L responsibility across diverse international markets (India, USA, Middle East).

★**OPERATIONAL BACKBONE**★: Expert in Front Office, Housekeeping, Engineering, and high-volume F&B.

★**CRISIS & RECOVERY**★: Proven track record in service recovery and stabilizing "noisy" departments.

★**COMPLIANCE MASTERY**★: Strict adherence to FSSAI, USPH, HACCP, and ServSafe standards.

★**COST OPTIMIZATION**★: Consistently reducing operating costs by 10–12% through lean methodology.

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## PROFESSIONAL EXPERIENCE

**GENERAL MANAGER – RESORT & MULTI-UNIT OPERATIONS** *Nanidam, The Ofen, Klayworks Barista | India | 2018 – 2025*

Led end-to-end operations for premium resorts and upscale bistros with full P&L accountability.

Managed cross-functional teams of 80+ staff, delivering a 15% increase in guest satisfaction scores.

Renegotiated vendor contracts to slash food costs by 12% while maintaining luxury standards.

Reduced staff attrition by 20% through a mentorship-first leadership approach.

#### **GLOBAL OPERATIONS LEADERSHIP (LAND & SEA)** Various Hospitality Groups | Middle East & USA (Land) | International Cruise Lines (Sea)

★**LAND-BASED EXPERTISE (7 Years)**★: Directed high-volume operations across the Middle East and USA, navigating diverse labor markets and guest expectations.

★**SEA-BASED LEADERSHIP**★: Managed high-pressure hospitality onboard international cruise lines across the USA, Bahamas, and Global Routes.

★**PRE-OPENING & REFURBISHMENT**★: Key leader for dry dock refurbishments and ship pre-openings, ensuring 100% brand consistency under tight deadlines.

★**FINANCIAL DISCIPLINE**★: Oversaw multi-outlet revenues exceeding \$250,000 per month, implementing cost-control frameworks that improved margins by up to 10%.

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### ★KEY ACHIEVEMENTS★

**Multinational Team Building:** Recruited and trained diverse, multicultural teams across three continents.

**Audit Excellence:** Maintained 100% compliance with international maritime and land-based safety regulations (USPH/ServSafe).

**Revenue Growth:** Successfully managed and grew banquet and outlet performance in high-occupancy environments.

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### EDUCATION & CERTIFICATIONS

**Food Safety & Hygiene:** Certified in FSSAI, HACCP, USPH, and ServSafe (USA).

**Leadership Development:** Ongoing international hospitality operations training.

**Secondary Education:** High School, Bangalore.

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### ADDITIONAL INFORMATION

**Mobility:** Fully authorized and willing to relocate for International or India-based leadership roles.

**Environment:** Expert in luxury, upscale, and high-volume environments.