



# Manish Singh

## Post-Graduate Student

As a dedicated Hospitality Management student, I'm passionate about enhancing guest experiences, especially in Front Office roles. My academic training and event coordination experience have honed my problem-solving and teamwork skills. Eager to bring fresh, sustainable ideas to the industry, I'm committed to delivering outstanding service and contributing to a dynamic hospitality team.

## Education

- **2024 - Pursuing**  
Indian School of Hospitality, Gurugram  
**Postgraduate Programme in Hospitality Management**  
Affiliated with Les Roches Global Hospitality Education
- **2020 - 2023**  
Jiwaji University, Gwalior  
**Bachelor of Arts (History, Political Science, Economics)**
- **2018 - 2020**  
Kiddys Corner High School, Gwalior  
**PCM - Higher Secondary Certificate (CBSE)**

## Experience

- **Front Office Associate** **Dec 2024 - Present**  
**Clarks Inn Suites, Gwalior**
  - Ensured seamless guest experiences from check-in to departure
  - Leveraged IDS Next Expertise, enhancing accuracy and staff efficiency**Skills:** - Personalized Guest Engagement, Upselling & Revenue Optimization, IDS Next Expert
- **Front Office Attendant** **Nov 2024 - Dec 2024**  
**Radisson, Gwalior**
  - Led briefings to align goals and foster a collaborative team environment
  - Mastered OPERA PMS in a week while guiding the team to improve efficiency**Skills:** - Operational Efficiency, OPERA PMS Proficiency, Guest Service Excellence
- **Front Office Intern** **Oct 2024 - Nov 2024**  
**Ramada By Wyndham Goa Arpora, Goa**
  - Led daily front office operations, managing check-ins and reservations
  - Learned IDS Next software in just 3 days and guided team members on its use**Skills:** - Leadership, Team Coordination, Problem Solving, Communication, IDS Next
- **May 2024** **Event Volunteer**  
**Indian School of Hospitality, Gurugram, Haryana**
  - Led event coordination with senior cohorts and guest speakers
  - Managed logistics and teams, delivering smooth operations and successful event outcomes

## Reference

**Arun Prakash Ray**  
Director, Post-Graduate Studies,  
Indian School of Hospitality

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## Contact



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## Address

Vinay Nagar Sector-3, Gwalior

## Certifications

- **Salezart Essential Professional Selling Skills** — An online course offered through Salezart

## Skills

- Teamwork
- Problem Solving
- Leadership Effective
- Communication Time
- Management Teamwork

## Language

- Hindi
- English
- Punjabi
- Bengali

## Key Competencies

- Guest Relations
- Team Collaboration
- Front Office Operations
- Hospitality Management
- Customer Service Excellence

## Hobbies

- Learning Languages
- Debating / Public Speaking
- Blogging / Content Creation
- Traveling / Exploring Cultures
- Volunteering / Community Service