



## Ghanshyam Singh

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Acknowledged hospitality industry professional (**20+ year**) with extensive domain expertise across all functions of the industry experience spread over business hotels & leisure resorts.

An extensive and multi skilled hospitality professional with industry experience, expertise in hotel management, front office operations, sales, revenue management, online channel distributions, human resource management, inventory & cost control, guest satisfaction.

Proven background in improving operational turnaround. Recognize as an efficient manager and team player who generate significant growth in hotel revenue and effectively motivated personnel to provide superior guest service.

### Key Skills Area

- |                               |                                       |                             |
|-------------------------------|---------------------------------------|-----------------------------|
| ■ Operation Management        | ■ Revenue Management                  | ■ Guest Satisfaction        |
| ■ Online Channel Distribution | ■ Strategic Planning & Implementation | ■ Process Improvements      |
| ■ Training                    | ■ Inventory & Cost Containment        | ■ Safety & Security         |
| ■ Business Plan               | ■ Team Building and Motivation        | ■ Sales & Marketing         |
| ■ Food & Beverage             | ■ FSSAI & HACCP                       | ■ Human Resource Management |
| ■ Hotel Reputation            | ■ Brand Compliances                   | ■ EHS                       |

### Synopsis

- ❖ A result oriented professional with **20+ year of experience** in handling of hotel operations, Revenue Management, Sales & Marketing, Accommodation, Budgeting, and Planning & Performance Review.
- ❖ A keen planner and strategists with experience of handling the entire operations. Experience of working in all kind of hotel Heritage, Leisure and Business.
- ❖ Proven track record of developing procedures, service standards and operational policies, planning & implementing effective control measures to improve efficiency and accuracy.
- ❖ Effective leadership and team building skills that provide high energy level and team spirit in the employees.
- ❖ Overseeing the entire gamut of operations entailing strategic planning, new set ups, Guest servicing, procurement, quality control, documentation and man-management.
- ❖ Pivotal in enhancing organizational effectiveness, image and revenues via customer and market-focused strategies by achieving continuous improvement of customer service, product quality and operational systems through empowerment & teamwork.
- ❖ Distinction of managing overall activities related to guest satisfaction through continuous guest's feedback analysis and conducting review meets on day-to-day basis

## **Professional Employment History**



Member ITC's hotel group

### **Fortune Inn Promenade, Vadodara (4 Star)**

**Operation Manager**, Apr-2024 to till date

Managing all daily Operation of this **4 Star, 85 Room Hotel with facility, Coffee shops, 2 Banquet Hall & Fitness Centre**.

#### **Key Function Area:**

- ❖ To ensure that Hotel Operation is managed efficiently according to the established concept statements and adhere to company and hotel policies & standard operating procedures and Minimum Standards.
- ❖ To assist in the implementation of a flexible employee base, with the right mix of full Time and Part Time employees.
- ❖ To participate in the formulation of the annual Marketing Plan and implement with each work place manager and Sales & Marketing department effective sales and promotional activities to maximize revenues.
- ❖ To implement a consistent guest recognition program and maintain a relevant guest database.
- ❖ To organize weekly Room Yield / Management meeting conducted together with Sales / Marketing. To continuously seek ways to assist the Rooms & F&B Management maximize their revenues and profits.
- ❖ To allocate employees over the Division based on established business levels for that day. To assign responsibilities to subordinates and to check their performance daily.
- ❖ To prepare revenue analysis reports to study the budget compliance, market vs. source mix, nationality proportions, occupancy trends, business mix & accurate forecasting in order to devise appropriate business plan & apply them in real time in strategy planning for the entire hotel.
- ❖ To have a complete understanding of the Income Audit Section and adhere to set Policies & Procedures. To monitor all cost and recommend / institute measures to control them. To prepare monthly forecasts and schedule resources accordingly. To have a vigilant control over TA & other commissioning process.
- ❖ Key performance indicators include turnover, brand management, compliance to brand guidelines & standards, service standards, life safety standards, accounts receivables and growth of market share.
- ❖ To employee right people for the right position and groom the existing employee to the next level.
- ❖ To apply and control the cost in across the department to maximize gross operating profit.
- ❖ To arrange and make ARC for the all required regular material to certain the cost
- ❖ To arrange the AMC for all the equipment for smooth operation & life extension.
- ❖ To Inventory and control all Store, Linen & F&B Cutlery & Crockery.
- ❖ An effective decision maker and responsible for a matured approach with proven expertise to work accurately and quickly prioritize, coordinate & consolidate tasks



### **Fortune Park, Dahej (4 Star)**

**Operation Manager**, Dec 2020- Mar 2024

Managing all daily Operation of this **4 Star, 93 Room Hotel** with facility, **24 hrs. Coffee shops, 1 Banquet Hall, Lawn, Business Centre & Fitness Centre.**

### **Fortune Select Grand Ridge, Tirupati (5 Star)**

**Operation Manager**, Dec 2019 – Mar-2020

Handled all Hotel Operation of this **5 Star, 138 Room Hotel** with facility of **01 Specialty restaurants, 24 hrs. Coffee shops, 3 Banquet halls, Swimming Pool, Shopping Arcade, Business Centre & Fitness Centre.**

### **Fortune Landmark, Ahmedabad (5 Star)**

**Accommodation Manager**

Oct 2018 - Dec-2019

Mar 2020 - Dec-2020

**Front Office Manager**, Oct 2016 – Sep 2018

Managing all daily Room Division Operation of this **5 Star, 96 Room Hotel** with facility of **02 Specialty restaurants, 24 hrs. Coffee shops, 3 Banquet halls, Lawn, Business Centre & Fitness Centre.**



### **Narayani Heights Ahmedabad (5 Star)**

**Room Division Manager**, Mar 2016 – Sep 2016

Managing all daily Room Division Operation of this **5 Star Luxury Resort, 120 Room Resort** with facility of **02 Specialty restaurants, 24 hrs. Coffee shops, 6 Banquet halls, Lawn, Business Centre, Swimming Pool, Spa and Fitness Centre.**



### **The Fern Hotel Ahmedabad (5 Star) Presently rebranded as “Fortune Select SG Highway”**

**Front Office Manager**, Jan 2013 – Feb 2016

Managing all daily front office operation of this **5-star, 96 room's hotels** with facility of **02 Specialty restaurants, 24 hrs. Coffee shops, 4 Banquet Hall, Business Centre, Swimming Pool, Spa and Fitness Centre.**



### **Fortune Inn Haveli, Gandhinagar (4 Star)**

**Assistant Front Office Manager, July 2010 – Dec. 2012**

Managed all daily front office operation of this **4-star, 84 room's hotels** with facility of multi cuisine restaurant, 24 hrs. coffee shops, two Banquet Hall, Business center, Board room, Spa and Fitness center.



### **The Pride Hotel, Ahmedabad (5 Star)**

**Sr. Front Office Executive, Sep 2009 - July 2010**

**About The Pride Hotels:** Pride Group positioned itself as an eminently successful chain with fully-owned Five Star Hotels making their mark in Nagpur, Ahmedabad, Chennai and Bangalore, operating under the Brand "The Pride Hotel".



### **Fort Rajwada, Jaisalmer (5 Star)**

**Front Office Supervisor, Aug 2006- Feb 2008**

This is a **5 Star hotel** having **94 Rooms** with Spa, 3 F&B outlets, 2 banquet hall, board room. Here I was responsible for supervising front office operation right from conceptualization like planning, Scheduling of various activities, smooth check in, check out, group arrivals, additional guest requests.



### **HRH Group of Hotels, Udaipur (Heritage)**

**Sr. Front Office Assistant – Garden Hotel, Udaipur, July 2005 - Aug 2006**

HRH Group of Hotels is India's only chain of heritage palace-hotels and resorts under private ownership. Headquartered in Udaipur, HRH Group of Hotels is preserving palaces and sanctuary - resorts. The group offers regal experiences in island-palaces, museums, galleries, car collections, and much more.

### **Hotel The Grand Regency, Rajkot (3 Star)**

**Front office Assistant, Oct 2003 – March-2005**

It was my first appointment with Hotel The Grand Regency.

My role here was to guest service and satisfies the guest requirements regarding quality of product and service. Since the Hotel was the first FHRAI classified 3-star hotel in the city and was the major part of the front office team

### **Education**

- 1. Hotel Management Diploma in Front office operation** from **NCHMCT Pusa, Delhi** in the year 2002-2003.
  - 2. Post Graduate in Master Business Administration** degree from Punjab Technical University Jalandhar.
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### **Personnel Profile**

Father's Name	:	Bharat Singh Sarangdevot
Date of birth	:	03 <sup>rd</sup> Nov 1985
Marital Status	:	Married
Permanent Address	:	Bhurkiya Khurd, District Chittorgarh, Rajasthan