



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.

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

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

Extracurricular Activities

- 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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