

# VISHAL SINGH

Experienced Hotel Operations Manager

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## SUMMARY

Experienced and results-driven hospitality professional with over **14 years** of expertise in leading operations at top-tier brands, including **Louvre Hotels, Wyndham Hotels & Resorts, Starwood Hotels & Resorts, and IHG Hotels & Resorts**. Specialized in driving financial growth, enhancing guest satisfaction, optimizing operations, and leading training and development initiatives. Proven track record in managing hotel operations, improving efficiency, and leading high-performing teams at premium properties across India.

## PROFESSIONAL EXPERIENCE

### EAM, Hotel Operations

*Golden Tulip Hotel, Resorts & Suites, Panchkula, Haryana*

**July 2024 – Present**

- Developed and implemented quality assurance standards for all departments, driving high levels of service excellence.
- Delivered regular financial performance reports to the General Manager, aligning operational outcomes with budget targets.
- Led cross-functional teams, ensuring seamless operations between front desk, housekeeping, and other departments.
- Enhanced guest satisfaction by resolving complaints and addressing special requests efficiently.
- Streamlined administrative tasks, including payroll processing and employee records management.
- Conducted regular inspections of rooms, facilities, and safety equipment, ensuring compliance with safety regulations.
- Partnered with sales teams on promotional strategies to boost guest engagement and revenue growth.
- Managed budgets, controlled labor costs, and negotiated vendor contracts, ensuring cost-effective services and supplies.
- Led employee training programs, improving team performance and operational efficiency.

### Hotel Manager

*Ramada Plaza by Wyndham, Pune, Maharashtra*

**April 2023 – June 2024**

- Managed day-to-day hotel operations, ensuring high standards of service quality, cleanliness, and guest satisfaction.
- Collaborated with department heads to achieve financial objectives, optimize operational processes, and resolve guest concerns.
- Oversaw budget management, implementing effective cost controls to maximize profitability.
- Consistently reviewed and updated SOPs to maintain operational efficiency and service quality.
- Fostered a positive guest experience through proactive communication and personalized service.

### **Director of Food & Beverage**

*Golden Tulip Hotel, Resort & Suites, Panchkula, Haryana*

**April 2021 – March 2023**

- Developed and executed strategies to enhance food & beverage operations, achieving significant increases in revenue and guest satisfaction.
- Led a team of culinary and service staff, overseeing recruitment, training, and performance evaluations.
- Managed vendor relationships to ensure the procurement of high-quality goods at competitive prices.
- Identified operational inefficiencies and implemented changes that led to improved performance and cost reductions.
- Coordinated cross-departmental efforts to meet organizational goals and ensure smooth operational flow.

### **Food & Beverage Manager**

*Golden Tulip Hotels, Resorts & Suites, Panchkula, Haryana*

**January 2019 – March 2021**

- Spearheaded operations of a boutique hotel, including a restaurant, lounge bar, and room service for a 54-room property.
- Successfully positioned the hotel as a premier wedding destination, managing over 60,000 sq. feet of event space.
- Delivered high-quality guest services, ensuring exceptional dining experiences and customer satisfaction.

### **Assistant Food & Beverage Manager**

*Holiday Inn (IHG Hotels & Resorts), Pune, Maharashtra*

**June 2015 – January 2019**

### **Senior Food & Beverage Executive**

*Fortune Select Metropolitan, Jaipur, Rajasthan*

**January 2014 – April 2015**

**Food & Beverage Executive**

*Royal Tulip Luxury Hotels, Navi Mumbai, Maharashtra*

**May 2012 – May 2013**

**Senior Team Leader F&B Service**

*Four Points by Sheraton, Navi Mumbai, Maharashtra*

**March 2009 – April 2012**

**Industrial Trainee**

*ITC Grand Central & Towers, Mumbai, Maharashtra*

*ITC The Mughal Resort & Spa, Agra, Uttar Pradesh*

**July 2007 – June 2008**

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**SKILLS**

- Strategic Planning | Sales & Marketing | Event Planning & Execution
  - Operational Efficiency | P&L Management | Budgeting & Forecasting
  - Quality Control & Process Improvement | Vendor Negotiations | Staff Training & Development
  - Guest Relations | Leadership & Team Building | Multi-departmental Collaboration
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**EDUCATION****MBA in Marketing**

*ITM Institute of Management, Navi Mumbai, Maharashtra*

**October 2013**

**Bachelor of Hotel Management**

*IPS Academy, Indore, Madhya Pradesh*

**August 2008**

**Jr. College (HSC)**

*SICES College, Ambernath, Maharashtra*

**July 2003**

**Senior Secondary (Board)**

*Kendriya Vidyalaya, Ambernath, Maharashtra*

**June 2001**

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## LANGUAGES

- **English** (Fluent)
  - **Hindi** (Fluent)
  - **French** (Intermediate)
  - **Marathi** (Intermediate)
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## HOBBIES & INTERESTS

- Riding Adventure Bikes
  - Driving Cars & Exploring Destinations
  - Playing Snooker & Pool
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## References

Available upon request.

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Thank you for considering my application. I am eager to leverage my industry expertise and experience to contribute to the growth and success of your organization. Please feel free to contact me at +91 9967696749 or via email at vishalsingh.85@outlook.com for any additional information."



Vishal S Singh