

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

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**

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

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.

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."



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