

Sanjay Singh

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- Experience in Hospitality Operations, Learning & development, Food & Beverage, Restaurant Management, Guest Service, Guest Satisfaction, Guest Relations, Front Office Management, Housekeeping Management
- Mentoring & leadership ability with good communication skills.
- Demonstrated efficiencies in taking charge of situations and handling emergencies.

PROFESSIONAL EXPERIENCE

Bedzzz Xclusiv Ikshana Luxe, Nainital (By Leisure Hotels)
General Manager

Pre-opening Hotel
11th March, 2024 – till date

1. Pre-Opening Planning:
 - Develop and lead the pre-opening and post-opening planning process to ensure a seamless guest experience.
 - Conduct pre-opening meetings with ownership and the project team to align on goals and expectations.
2. Business Planning:
 - Create and fulfill the business plan for the hotel, aligning with the company's strategic objectives.
 - Set financial goals and develop plans to achieve them.
3. Marketing Strategy:
 - Establish a proactive approach to marketing, sales, and merchandising to drive hotel revenue.
 - Collaborate with the marketing team to develop promotional strategies that attract guests.
4. Systems and Controls:
 - Set up systems and controls to ensure the efficient operation of all hotel departments.
 - Implement operational procedures that maintain high service and product quality standards.
5. Compliance and Standards:
 - Ensure compliance with all pre-opening processes, operational brand standards, and insurance requirements.
 - Regularly review and update policies to adhere to safety regulations and best practices.
6. Orientation:
 - Conduct orientation programs for the team members to ensure alignment with brand standards and company culture.
7. Guest Satisfaction:
 - Develop initiatives to enhance guest satisfaction and maintain high service standards throughout the opening process.
8. Financial Oversight:
 - Prepare and present financial reports, analyzing performance metrics and implementing corrective actions as needed.
 - Monitor and manage budgets, forecasting occupancy and revenue projections.
9. Human Resource Function:
 - Establish and maintain a comprehensive human resource function, including recruitment, training, and employee engagement strategies.
 - Promote a positive work environment and uphold safety practices for employees and guests.

1. Operational Oversight:

- Manage daily operations of the resort to ensure high standards of service and guest satisfaction.
- Organize and conduct monthly meetings and briefings with the resort team to align on goals and initiatives.

2. Revenue Maximization:

- Drive revenue growth in the Room and Food & Beverage divisions through strategic planning and effective sales initiatives.
- Identify new business leads and convert them into long-term partnerships.

3. Team Development:

- Establish performance and development goals for team members; provide mentoring, coaching, and regular feedback to enhance individual and team performance.
- Ensure all employees are treated fairly and with respect, fostering a positive workplace culture.

4. Communication and Relationships:

- Build rapport with employees by fostering an environment of open communication and collaboration.
- Drive improvements in guest satisfaction by actively soliciting feedback and building strong relationships with guests.

5. Sales and Marketing:

- Coordinate and implement sales and marketing activities to promote the resort and its offerings.
- Act as a representative of the resort to raise awareness of the brand within the local community.

6. Corporate Social Responsibility (CSR):

- Lead and conduct CSR activities to enhance the resort's community engagement and environmental sustainability efforts.

7. Recruitment and Training:

- Oversee the recruitment, training, and onboarding of new employees, ensuring they align with the resort's standards and culture.

8. Health and Safety Compliance:

- Ensure compliance with health and safety regulations, fostering a safe environment for both employees and guests.
- Monitor employee productivity and professionalism to maintain high operational standards.

9. Guest Feedback Management:

- Manage and respond to guest feedback across online platforms (Google, Booking.com, Go-MMT, Agoda, and TripAdvisor) to enhance the resort's reputation and guest satisfaction.



**The Kumbhabagh Palace, Kumbhalgarh (32 Rooms Luxury Resort) Rajasthan & Hotel Astron, Dehradun (Managed by Saagasa Hospitality)
General Manager**

18th December, 2017- 28th Oct, 2021

- Design strategies to ensure total guest satisfaction.
- Develop an annual business plan.
- Ensure highest standards of professional services to customers.
- Initiate cost-effective control for the hotel.
- Plan for staff welfare activities monthly.
- Prepare, review and assess monthly or periodic financial statements.
- Provide training for hotel staff in delivering care that meets the best standards and practices.
- Develop day-to-day operations and functions of a hotel ensuring total guest satisfaction.
- Maintain proper team development, training & management for the hotel unit.
- Maintain and manage hotel equipment, infrastructure, inventories and other facilities efficiently.



**Park Plaza, Delhi (91 Rooms) and Mahagun Sarovar Portico Suites, Ghaziabad (127 Rooms)
(Sarovar Hotels Pvt. Ltd.)**

Training Manager

2nd May, 2016 – 6th November, 2017

- Ensure effective training programs are conducted out for the following both on and off job as applicable in both the hotels.
- Guest Service Training
- Supervisory Skills Training
- To design, Co-ordinate and implement training activities for the staff, supervisors and management of the entire hotel.
- Conducting various in-house competitions & team building activities for staff.
- To identify the training needs of staff, supervisors and management.
- Conducting audits.
- To conduct induction and other suitable training programmes for all new employees.
- To organize programmes for staff on methods, procedures and systems in guest handling, selling, cost consciousness, F & B Service, Food Production, Housekeeping, Front Office Etc.
- To take theory practical classes independently or with the help of the concerned departments for all trades in the hotel.
- To conduct tests departmentally and submit proficiency reports.
- To consciously and constantly develop better training material so as to make the training sessions more informative and enjoyable.
- To supervise, plan and co-ordinate the training of all industrial trainees in the hotel.
- To analyze guest complaints for identifying areas which require improvement & handling training requirements for these areas.
- Conducting CSR activities for both the hotels.



The Ananta Spa & Resort, Udaipur

Asst. Training Manager

8th December, 2015 - April, 2016

- Formulating SOP's for all departments in coordination with HOD's.
- Responsible for conducting various product and skill-based training sessions.
- Imparting training to the new staff on regular basis and ensuring staff is suitably qualified for undertaking duties for post.
- Identifying training needs & ensuring measurability & effectiveness across the organization.
- Evaluating Training effectiveness by regular interaction with the participants & HODs.
- Ensuring Employee Satisfaction including Grievance Handling.
- Conducting Induction & orientation.
- Conducting trainings on Soft Skills.
- Making monthly training and event calendar.
- Assist in recruitment for various levels.
- Conducting CSR activities.
- Conducting sessions for Entry level and Managerial level staff.

The Fern Residency, Rajkot

Assistant Training Manager

1st November, 2014 - 7th December, 2015



Key Responsibilities

- Conducting training need analysis of the unit through guest comment cards, mystery audit & internal audits.
- Preparing monthly training calendar and implementing the same.
- Checking the proficiency level of all staff.
- Training of all departmental trainers and taking regular feedback from them.
- Coordinating with colleges for industrial training of students.
- Maintaining all training record.
- Conducting Induction & orientation.
- Coordinating with all departments and taking regular follow ups for departmental training.
- Conducting inter departmental meetings for smooth functioning.
- Coordinating with security and engineering department for fire combat group.
- Conducting first aid training.
- Conducting and monitoring Career Development Centre, online training, ECOTEL services.
- Taking care of CSR activities.
- Imparting training to new staff and tracking their performance.

Amarpali Group of Institutes, Nainital

Assistant Professor – F & B Service



11th October, 2012- 17th October, 2014

Key Responsibilities

- Teaching students in a „live“ service environment, which includes theory & practical training in Food & Beverage Operations and Culinary Skills.
- Conducted 45 days professional flair bartending and mixology session for the students.
- Done University exam evaluation from 2012 to 2014 in Dehradun.
- Instructing & training students in Food Service Operations.
- Developing student skills, knowledge and attitudes suitable to the goals of the program and effectively using materials and equipment to meet goals.
- Conducting training based on current industry knowledge as well as assess student’s performance as individuals and as part of a team.
- Providing concurrent support to students through mentoring and leadership roles.

The Oberoi, Gurgaon (Pre-opening team member)



F & B Assistant

10th Aug, 2010 – 5th September, 2012

Key Responsibilities

- Meeting and greeting customers and organizing table reservations.
- Advising customers on menu and wine choice.
- Responding to customer complaints and checking stock levels.
- Maintaining high standards of quality control, hygiene, health and safety.
- Preparing cash drawers and providing petty cash as required.
- Helping in any area of the restaurant when circumstances dictate.
- Taking guest orders, handling enquiries & reservations in the restaurant and Bars effectively.
- Following company standards, maintaining food cost, improving and maintaining sales and eliminating complaints.
- Responsible for all aspects of the Food & Beverage Operations onboard, inventories onboard as well as maintaining discipline.
- Maximizing profit and creating the best dining experience possible for customer.
- Ensuring that all guests are provided with an exceptional level of service and a value for money experience and want to return.
- Working in a team to achieve daily, weekly and monthly targets.
- Responsible for replenishment of all stock, so that the customer always has an access to all available products.
- Complying with all regulatory provisions in respect of sanitation and food safety, ensuring that cleaning schedules are adhered to and that the agreed standard of housekeeping and presentation are maintained.



Industrial Training (6 months)

- The Oberoi Cecil, Shimla

10th Aug, 2007 – 5th September, 2008

TRAINING & CERTIFICATION COURSE

- Attended the Bar session by The Bar Academy, New Delhi. (2 months)
- Attended Smirnoff taste maker session. (10 days)



EDUCATIONAL QUALIFICATIONS

- Master's degree in Hotel Management from Uttarakhand Open University, Nainital
- Bachelor's degree in Hotel Management from Uttarakhand Technical University, Dehradun
- Intermediate from Army Public School, Udhampur (J & K)
- Matriculation from Army Public School, Udhampur (J & K)

PAPERS & JOURNALS

- Got research paper “Challenges in Developing Sustainable Tourism: A Case Study of Nainital Lake Region of Uttarakhand” published in Tourism journal CMHTS of Garhwal University.
- Presented a paper on “Emerging Trends in Inter-Disciplinary Social Sciences” during the National Seminar “MANTHAN 2014” conducted by UGC-ASC Kumaun University, Nainital.
- Presented a paper on “Impact of Tourism in Kumaon: A Case study of development of Tourism Avenues in the Kumaon Region” during the “4th India International Hotel, Travel & Tourism Research Conference” held at Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi.
- Presented a paper on “Potential and Possibility of Garhwal Himalayan Region” during the National Seminar on “Application of Science and Technology for Sustaining Tourism and Hospitality Industry: Bridging Theory and Practice” organized by CMTHS, HNB Garhwal University, Srinagar Garhwal, Uttarakhand
- Presented a paper on “Training and Development of Employees in Hospitality Industry” during the National Seminar (Approved by AICTE) on “Hospitality Growth and Development under Globalization” organized by Maharishi Markandeshwar University (Hotel Management) Mullana, Ambala
- Presented a paper on “Challenges in Developing Sustainable Tourism: A Case Study of Nainital Lake Region of Uttarakhand” during the International Conference on “Tourism and Hospitality Industry” organized by CMTHS, HNB Garhwal University, Srinagar Garhwal & Department of Hotel Management, Graphic Era University, Dehradun.

ACHIEVEMENTS

- Conducted bartending craft course successfully for the batch of 90 students.
- Got the 2nd position at National Level Bartending Competition.
- Participated in the Inter Hotel Management Institute Competition held in Graphic Era University, Dehradun and secured 1st position in quiz and mock interview.
- Won the Gold Medal in the shooting competition held during N.C.C camp of 78 U.K Btl.
- Played a lead role in organizing the theme parties.
- Got N.C.C “B “Certificate & the Best Shooter Award.
- Participated in the Basketball competition at National Level held in S.R.M.S, Bareilly.
- Stood among top 5 students for consecutive 4 years in Institute.

PERSONAL DETAILS

- Permanent Address : House no.-149, V.P.O-Kusumkhera, Haldwani, Distt- Nainital, Uttarakhand
- DOB : 7th Feb, 1988
- Marital Status : Single
- Languages : English, Hindi

References: Available upon request