

Sumer Singh

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Summary

With 17 years of leadership experience in hospitality management, including a significant tenure as General Manager, I bring a wealth of expertise in administrative support, program coordination, and strategic research. Holding a Master's degree in Hospitality Management, my skills in financial oversight, effective multitasking, and operational excellence are poised to contribute significantly to ADORE's mission of youth empowerment. My track record of fostering team growth and embracing feedback underscores my readiness for this remote internship.

Experience



General Manager

The Tattwaa Corbett Spa and Spa

Jim Corbett Ramnagar Nainital Uttarakhand

Oct 2023 – Till Now

- Executed strategic decisions crucial for enhancing guest satisfaction, through meticulous maintenance of property aesthetics and rigorous quality control, ensuring exemplary service standards.
- Facilitated operational excellence by conducting regular strategic meetings with department heads, ensuring optimal resource allocation to meet organizational goals.
- Spearheaded financial management initiatives, setting room rates, budgeting, and forecasting to meet financial objectives, while investing in staff development to build a highly skilled and motivated team.
- Aligned organizational actions with strategic goals, overseeing changes to boost operational efficiency, and contributed to marketing and demand generation to maximize occupancy rates.
- Demonstrated exceptional problem-solving capabilities, efficiently resolving operational challenges to ensure smooth functioning.



Operation Manager

The Occasion Hotels Apartment & Confectionery

Al Nahda 2, near NMC hospital Dubai UAE

Oct 2020 - Sep 2023 (3 years)

- Upheled superior guest service standards across all hotel departments, ensuring guest satisfaction through prompt and effective response to their needs.
- Achieved business objectives and maximized profitability by meticulously controlling costs in staffing, supplies, and operations.
- Coordinated and supervised multiple departments, including front desk, housekeeping, food and beverage, security, and maintenance, guaranteeing task completion in adherence to standards.
- Maintained hotel cleanliness, quality, and safety standards, implementing and reviewing Standard Operating Procedures across all departments.
- Led and managed a team of employees, conducting regular operations meetings with department heads to discuss performance, targets, and guest feedback.
- This contributed to the hotel's strategic growth and promoted excellence in guest care and service.
- Ensured health and safety for guests, employees, and visitors through regular inspections.
- Monitored financial performance and controlled expenses and planning accordingly.



Front Office Manager

Mirage Suites Hotels and Resorts

Al Sahab, Kuwait, Kuwait

Dec 2018 - May 2020 (1 year 6 months)

- Oversaw the front desk team, providing guidance, training, and support to ensure efficient operations.
- Enhanced guest experience by ensuring all customer-related tasks were handled accurately and promptly, addressing complaints and special requests to improve overall satisfaction.
- Maintained optimal staffing levels for smooth operations and ensured the reception area's orderly appearance.
- Prepared monthly management reports on customer feedback, bookings, and cancellations, and managed the departmental budget effectively.
- Updated files and records, enforcing cash-handling, checking, and credit procedures to uphold organizational standards.



Management Trainee

Catering Solutions Pvt Ltd

565 MacPherson Rd, #04-00, Singapore 368234

Nov 2017 - Nov 2018 (1 year 1 month)

- Collaborated closely with managers and supervisors to gain insights into decision-making processes, enhancing organizational strategy and efficiency.
- Led the management of daily operations across various departments, ensuring seamless execution and adherence to high standards.
- Formulated and executed business strategies to achieve organizational objectives, identifying and addressing potential areas for improvement.
- Played a pivotal role in the development of action plans for market penetration, successfully completing all assigned tasks and projects within designated timelines.
- Acquired a comprehensive understanding of company policies, rules, and regulations, aiding in budget planning and resource management to optimize effectiveness.
- Fostered strong relationships with customers, suppliers, and team members, contributing to a collaborative work environment.
- Actively participated in training and skill development workshops and seminars, demonstrating a commitment to continuous learning and professional growth.



Duty Manager (I progressed from Senior Guest Service Officer to Duty Manager)

Taj Hotels and Resorts

Ambika Niketan, Surat Dumas Road, Surat

Jan 2013 - Aug 2017 (4 years 8 months)

- Orchestrated the seamless coordination of all departments, enhancing operational efficiency, as evidenced by a reduction in customer complaints, through the meticulous implementation of rigorous quality control and maintenance protocols.
- Spearheaded the development and execution of comprehensive staff training programs, elevating team performance, as demonstrated by improved service delivery and customer satisfaction ratings, through effective communication and performance monitoring.
- Championed adherence to health and safety regulations, reducing incidents through conducting regular inspections and ensuring all facilities were well-maintained, clean, and functional.

 **Guest Service Officer**

Select Hotels

Jun 2011 - Dec 2012 (1 year 7 months)

Arossim Beach Rd, Arossim, Goa 403712

- Streamlined guest check-in and reservation processes across multiple channels, enhancing room availability and guest satisfaction.
- Led guest service excellence, resolving inquiries and complaints with professionalism, and collaborated with housekeeping to ensure high standards of cleanliness and maintenance.
- Demonstrated leadership in coordinating services for VIP guests and effectively managed bookings and payments, contributing to hotel revenue and guest experience.

 **Hotel Operation Trainee**

The Fern an Ecotel Hotels & Resorts

Durgapura Tonk road Jaipur Rajasthan

Nov 2010 - Apr 2011 (6 months)

- Managed hotel operations, ensuring guest satisfaction and maintaining high service standards.
- Led inventory management and supply ordering, aligning with operational needs.
- Participated in meetings and training, contributing to team development and operational excellence.

 **Bell Man**

The Arya Niwas Heritage Hotel

Sansar Chand road Jaipur Rajasthan

Aug 2006 - Dec 2012 (6 years 5 months)

- Welcomed guests at the hotel entrance, efficiently managed luggage delivery, and ensured guest satisfaction through attentive service and problem resolution.

Education

London School of Business and Finance, Singapore

Post Graduation, Hospitality Management

Operational skills in the hospitality industry. It covers food and beverage preparation, housekeeping, and hotel management fundamentals. Graduates can pursue lucrative careers globally in areas like catering, restaurant management, and airline services.

University of Rajasthan

Bachelor of Arts, Hotel, Motel, and Restaurant Management

2008 - 2012

A B.A. can open up various career paths, including business, marketing, and hotel management.

Punjab Technical University

Diploma, Hotel Management

2009 - 2011

A diploma covering front office, housekeeping, food and beverage, sales, and more.

Skills

Great communication skills • Excellent communication skills • Conflict-management skills • Interpersonal skills • Attention to detail • Operational skills • Ability to multitask • Ability to accept criticism • Financial management • Developing organisation plans and procedures

Honors & Awards

At Taj Hotels and Resorts, I deliver exceptional customer service - Taj Hotels and Resorts

It was a remarkable achievement. I was dedicated and committed to providing excellent service must have made a significant impact.

Publications

I've completed 3 ten-day Vipassana courses, 1 Sattipathana course, and 4 seva courses.

Vipassana meditation is a form of mindfulness meditation that comes from the original teachings of the Buddha. It is a way of observing oneself without judgment, and it is said to be helpful in achieving enlightenment.