

Atul Singh

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Objective

Adept at devising measurable strategies to handle diversified situations, my aim is to maximize return on engagement for my organization and to embrace the work culture with a smile.

Summary

Efficient Manager with an established history of excellent performance. I have a diverse experience of handling Managed as well as Franchised properties; handling Eco, Midscale and Premium properties; small to large inventory hotels as well as Pre-Opening experience. Skilled in Operations Management, Yield Management, and Hospitality.

Professional Experience

ibis

Director of Guest Service, Ibis Jaipur City Centre - Accor Hotels - (Rooms 140) - Jan 2024 till Date.
(Heading the Operations for Hotel - Room's Division & Food and Beverage).

ibis

Guest Service Manager, Ibis Jaipur City Centre - Accor Hotels - (Rooms 140) - Jan 2023 until Dec 2023.
(Heading the Front office & Food and Beverage).

ibis

Front Office Manager, Ibis Jaipur City Centre - Accor Hotels - (Rooms 140) - Nov 2022 until Dec 2022.
(Experience + Migration of PMS from Hotel Superhero to Opera Cloud & Symphony).



Front Office Manager, Sayaji Vadodara - (Rooms 140) - Jan 2022 until Sep 2022 (09 Months).



Cluster Duty Manager, Novotel Visakhapatnam Varun & The Bheemili Resort - Managed by Accor Hotels
(Rooms 253) - Jan 2018 until Dec 2022 (4 Year 1 Month).



Duty Manager, The Orchid Hotel & Convention Center (Combo Property by Kamat Hotels) - (Rooms 410) -
Oct 2015 until Dec 2017 (2 Year 3 Month).



Front Office Executive, Sayaji Hotel Pune - (Rooms 225) - Dec 2012 until Oct 2015 (2 Years 11 Month).



Front Office Associate, The Clarks Hotel & Resort, Pune - (Rooms 125) - April 2012 until Nov 2012 (8 Months)



Industrial Training - (Oct 2010 - Feb 2011)

Hotel: ST Lurn Tower, Ahmedabad

Duration: 6 months in 4 core departments

Achievements

- Director of Rooms of the Year 2024 (Economy to Budget) at 15th Hotelier India Awards.
- Certified ALL - Star champions 2024.
- Nominated as Rooms & Guest Experience' Person of the Year - Accor South Asia Hotel Awards 2023.
- Lead the evolution of Upsell revenue at Ibis Jaipur City Center.
- Achieved 92% if DHS Score at ibis Jaipur City Center.
- Achieved 101% KPI in the appointment of GSM & DOGS held at Ibis Jaipur City Center.
- Brand Audit Score, MEAPAC Ibis Jaipur under Top 10 performing hotel 2022 & 2023.
- Numerous comments by guests on TripAdvisor, Trust You, Booking.com, YCS and Medallia.
- Grow web direct business and listed in top 10 hotel in best performing hotel in web direct (Ibis Jaipur City Center).
- Have setup a new PMS - Hotel Superhero and enhanced it as per Accor standards at Ibis Jaipur City Center. Later migration also happened to Opera Cloud and Symphony while the property was live 23.
- Was appointed as the first Batch Representative by the College Administration.
- Nominated in Covid-19 pandemic and identified as ALLSAFE officers.
- BAR Management from Kenilworth Academy.

Skills

- Well familiar with HOD, FORNOVA, IdeaS RMS, Koddi, Sojern & ITD.
- Possess good knowledge with regards to the procedures and flow of work in the department of Reservations, Front Desk (Guest Relations, Cashiering etc.), and Concierge. Developed know-how in Laundry and Housekeeping during.
- Skilled knowledge acquired while working on Opera 5.1 & Opera Cloud.
- Well familiar with Outlook Express.
- Good know-how of social media platforms- Twitter, Facebook, LinkedIn.
- Extensive knowledge in Microsoft Office.
- Knowledge of work flow of back end departments gained.
- Very good people management and guest handling skills. Have been recognized numerous times in social media for great interpersonal skills.

Educational Qualifications



- **Bachelor's degree in Hotel Management** in 2012 from NSHM School of Hotel Management & Catering Technology (Durgapur). {2008 - 2012} - Passed with First Class.
- Higher Secondary (Commerce) from CM College in 2008 from B.S.E Board (Darbhanga).
- Secondary education from SRP High School of Secondary Education in 2005 from B.S.E (Darbhanga).

Workshops & Seminars

- Attended "7 Habits of Highly Effective People" training.
- Heartist Transformer at Accor. Inducts new joiners with the Heartist culture.
- Certified Departmental Trainer at Accor - Attended "Train The Trainer" Programme.
- Attended Programmes like - Welcoming a Guest & Service Attitude at Accor.
- Attended Fire Training in Vizag Fire Fighting Training Centre.
- Attended "Behavioral Based Interview Techniques" training.
- Attended "A-Manager" training.
- Attended "Coaching at Workplace" training.
- Attended "Sales Negotiation" training.
- Attended "fundamental of sales" training.
- Attended "Happiitude" training.

Hobbies & Interests

- Playing Table Tennis, Basketball and Badminton.
- Watching documentaries.
- Travelling and Socializing.
- Fond of Nature, Birds and Animals.

Personal Information

- Date of Birth: 15th Feb 1991
- Nationality - Indian
- Gender - Male
- Languages known - English and Hindi.
- Father's Name and Occupation - Mr. Shailendra Singh (Business Man)

Permanent Address- At+Po: - Jogiara, Dist: - Darbhanga, Bihar - 847303

References can be furnished upon request