

**MANVENDRA
SINGH**



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To head Operations in a world-renowned organization, contributing to the growth of the organization and self.

SCHOLASTIC

- PGDM (2 years) from IMT-Ghaziabad.
- Graduate (B.A) from Dr. Bhim Rao Ambedkar University, Agra in year 2011.
- Diploma in Aviation, Hospitality & Travel Management from Frankfinn Institute of Air Hostess Training, Agra in year 2009.
- Intermediate from Shri Ram Sharan Das Inter College, Sadabad, Hathras in year 2007
- High School from Deep Chand Higher Secondary School, Sadabad, Hathras in year 2005.

PROFESSIONAL EXPERIENCE

Treetop by Eight Continents Hotels & Resorts, Zanzibar - Jan-2025-Pre-Opening

Designation: Rooms Division Manager

- Responsible for setting up Standards & procedures.
- Hiring & Training the team for Various Departments Like front office, HK F&B
- Developing & Implementing SOPs tailored to the property.
- Setting up property management System -POS & Other Operational Technologies.
- Ensuring all permits & Licenses are Secured
- Complying with local, National & international Regulations.
- Overseeing operational supplies & Equipment, Linen, Utensils & Uniforms are in place.
- Finalizing branding elements, signage's & Design aesthetics.
- Establishing partnership with travel agents, corporate clients.
- Conducting mock operations to test workflows and guest services.
- Organizing staff simulations and soft openings to identify & Address the gaps.
- Coordinating between construction teams, interior designers, and operations staff to ensure seamless handover.
- Managing defect rectification & ensuring the property meets quality standards.
- Ensuring smooth communication and collaboration among diverse team.
- Preparing staff to deliver high quality service from day one.

Country Inn & Suites by Radisson, Sahibabad - Aug 2023 till Dec 2024

Designation: Assistant Front Office Manager

- Responsible for improving efficiency and increasing revenue.
- Responsible for setting up Standards & procedures.
- Handling of Entire Front Office Operations including Reservations and Front Desk Operations.
- Evaluating and managing the performance of team members via feedback sessions.
- Conducting monthly team meetings in order to know the pulse of the department and to address issues.
- Hiring and training for all the levels of team members
- Implementation of SOP and other brand standards as per the policy
- Ensures the privacy and security of in-house guests are maintained by the team at all times

Radisson individuals Navsari, Gujarat - Feb, 2023 till Aug 2023

Designation: Front Office Manager

- Hiring and training for all the levels of team members
- Handling of Entire Front Office Operations including Reservations and Front Desk Operations.
- Evaluating and managing the performance of team members via feedback sessions.
- Conducting monthly team meetings in order to know the pulse of the department and to address issues.
- Implementation of SOP and other brand standards as per the policy
- Ensures the privacy and security of in-house guests are maintained by the team at all times
- OTA's handling , Competitor analysis
- Liaising with other departments

Global Sports Event Qatar 2022 - Accommodation Services) Accor, Doha-Qatar March'17 till Jan. 31-2023.

Designation: Duty Manager

- Provides the Front Office Manager and Site Operation Manager with a summary of activities and operations during the shift by preparing a daily report
- Familiarity with all Front Desk and guest booking functions.
- Responsible for Handover and decommissioning
- Maintains property's level of cleanliness and sanitation (hygiene) in accordance with company standards by conducting inspections and taking appropriate action
- Understand and abide by all safety rules, emergency procedures, and fire prevention regulations.
- Ensures procedures for safety and security of guest belongings (e.g., lockers, left luggage etc.) are efficiently followed.
- Supports guests in a friendly, helpful and personalized manner
- Interacts and maintain excellent professional relationships with all guests
- Practices and adhere to brand standards to enhance customer service
- Takes responsibility for anticipating and meeting guests' needs
- Identifies any opportunity to improve the guest experience
- Stays guest focused and nurture a perfect guest experience
- Originates cost effective ideas and projects to improve service quality
- Creates an atmosphere of high morale and a happy working relationships in the team
- Ensures trainings are conducted and attended as scheduled
- Ensuring the quality, standards and meeting the expectations of the guests on a daily basis

Woods at Sasan, Sasan Gir - Dec 2020 till August 2021

Designation: Front Office Manager.

- Leadership committee member overlooking the Rooms operation including Reception, Reservation.
- Hiring and training for all the levels of team members
- Ensure that SOP's are continuously updated and all colleagues are aware of their relevant standard operating procedures
- Welcome VVIP's upon arrival and departure
- Implementation of SOP and other brand standards as per the policy
- Ensures the privacy and security of in-house guests are maintained by the team at all times
- OTA's handling, Competitor analysis
- Dealing with customers, including handling complaints when they come to the desk.
Liaising with other department

The Chancery Pavilion, Bangalore - Jan 2019 till Dec 2020

Designation: Assistant Front Office Manager.

- Leadership committee member overlooking the Rooms operation including Reception, Reservation.
- Welcome VIP's upon arrival and departure
- Dealing with customers, including handling complaints when they come to the desk. Liaising with other departments

Country inn & Suites Hotel Sahibabad by Radisson - August 2016 until July 2018

Designation: Duty Manager

- Efficiently handle front office relations to ensure proper information management and service standards.
- Planning and coordinating hotel housing activities by working closely with sales, F & B service, housekeeping and other departments.
- Creating 100% guest satisfaction by providing genuine hospitality and by exceeding guest expectations.
- Handle proactive customer relations. Plan and execute the operations to ensure quality service, Manage and monitor guest requests, complains and feedbacks.
- Efficiently handle front office relations to ensure proper information management and service standards

PICCADILY HOTEL (former Hilton) New Delhi - Dec, 2015 to Aug, 2016

Designation: Duty Manager

- Efficiently handle front office relations to ensure proper information management and service standards.
- To ensure the smooth and efficient operation of the front office department & Coordinate with other various departments in order to ensure personalized, prompt and flawless service to all the guests.
- Acted as one-point contact for all in house guests, in case of guest requests, complaints or any other feedback.

Golden Tulip Dar Es Salaam Tanzania - July 2013 until Sep 2015.

Designation: Assistant Manager front Office.

- To ensure the smooth and efficient operation of the front office department & Coordinate with other various departments in order to ensure personalized, prompt and flawless service to all the guests.
- Acted as one-point contact for all in house guests, in case of guest requests, complaints or any other feedback.
- Ensure that all operational standards set for all processes are followed.
- Manage and motivate the staff, with daily supervision including discipline, scheduling and monitoring performance.
- Training and development of team members.

Radisson Blu GRT Chennai - Dec 2010 until June 2013.

Designation - Senior Front Office Associate

- Performed check in, check out and room change procedure ensures all data are entered completely into the hotel systems in accordance with reservation.
- Attending to guest's complaints, inquiries and requests, refers problems to supervisor/Assistant Manager if he/she unable to assist

Technical Skills

PMS: Opera (Version 5), Fidelio 6.20(FO); MS Office, Micros Fidelio, Innkey, WINHMS

References:

On Request

Declaration

I hereby declare that all the information furnished above is true to the best of my knowledge.

Manvendra Singh