



ROHIT SINGH

GENERAL MANAGER

Profile

A Graduate individual in general studies. Experienced in Hotel Industry in various departments, for over 20 years. An energetic and result-driven individual with a passion for leadership. Seeking a role of General Manager position to leverage my proven track record in leadership, team building, Operational efficiency and revenue growth to drive success in a dynamic business environment. Dedicated, proactive and entrepreneurial skilled individual with initial experience in overseeing daily operations in a small-sized to big-sized organization.

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 Bharatpur, Rajasthan, India

Education

Bachelor of Arts (B.A.)

General Studies: 2014-2017

Dr. B.R. Ambedkar University, Agra, U.P.

Diploma in Hotel Management-2007

National Council for Management Studies, Chennai, Tamilnadu

12th Standard

Senior Education Board of Rajasthan, Ajmer, India

10th Standard

Senior Education Board of Rajasthan, Ajmer, India

Expertise

- Operation Management
- Front Office Management
- Housekeeping Management
- F&B Service
- Maintenance & Engg
- Facility Management
- Administrative Management
- Guest Relation
- Sales & Marketing
- Retail Sales Management

Work Experience

Aug' 2024 to Feb'2025

Greetoe Resort-Panna-15 Keys

Panna Tiger Reserve, Dist- Panna, MP

General Manager

- Overall Resort Management
- Departmental Management/Staff Management
- Customer Service/Quality Control
- Cost Control/Revenue Management
- Sales & Marketing Growth/Public Relations

Feb'2024 to Aug'2024

Jungle Home- Pench (Welcom Heritage- 30 Keys)

Pench National Park, Dist- Seoni, MP

Operations Manager

- Assist General Manager to maintain smooth Operations
- Monitor Daily Resort Operations
- Supervise Housekeeping & F&B Service team for smooth operations
- Guest Relationship Management
- Close coordination with sales team
- Supervise Front-office team
- Supervise employees performance

Oct'2023 to Feb'2024

Club Florence (Kaara Hotels, Gurugram-16 Keys)

Sector-56, Golf Course Road, Gurugram, Haryana

Front Office Manager

Language

Hindi/English

Japanese (Beginner)

Hotel Software Proficiency

- Stay9
- WINHMS
- eZee Absolute

Computer Proficiency

- MS WORD/MS EXCEL
- E-mail & more

Administration Management

Office Management

- Oversee day-to-day operations, manage administrative staff, and ensure smooth office functioning.

Procurement and Contract Management

- Manage vendor relationship, negotiate contracts, and procure goods and services.

Travel & Logistics

- Coordinate travel arrangements, manage company vehicles, and oversee logistics operations.

Employee Services

- Manage employee amenities, such as cafeteria, fitness center, and other employees' benefits.

Communication and Stakeholder Management

- Collaborate with stakeholders, communicate facilities and administrative updates, and address concerns.

Continuous Improvement

- Identify areas for improvement, implement changes, and monitor progress.

Training & Improvement

- Provide training and development opportunities for facility and staff.

- Handle smooth Front-office operations
- Handling Guest queries/complaints
- Guest Relation
- Handling VIP/VVIP Guest movements in club
- Close co-ordination with sales team
- Housekeeping/ F&B Operations
- Manage guest feedback/online reviews

Oct' 2021 to Aug' 2023

Hotel Kailash international- Barmer, Rajasthan Front-office cum Admin Manager- 140 Keys

Kailash Int. 140/Kailash Madhav-45 Rooms

- Handle smooth Front-office operations
- Handling Guest queries/complaints
- Guest Relation
- Handling VIP/VVIP Guest movements in club
- Close co-ordination with sales team
- Manage OTA's/Reservations

June'2016 to Sept'2021

Hotel Park Regency, Bharatpur, Rajasthan

Operations Manager- 24 Keys

- Handle smooth Front-office operations
- Handling Guest queries/complaints
- Guest Relation
- Handling VIP/VVIP Guest movements in club
- Close co-ordination with F&B Service and Housekeeping department
- Vendor Management

Sept'2015 to Jan'2016

Tathastu Resort, Pench National Park, Seoni, MP Front Office Executive-61 Keys

- Greet & Welcome guest/groups
- Guest Registration: Check-in Process
- Attending guest's calls
- Prepare bills and collect the amount: Check-out process
- Prepare room sales and other reports and submit to accounts department

Oct'2011 to Aug'2015

Aju Japanese Hotel- Gurugram, Haryana Operations Manager-38 Keys

- Handle smooth Front-office operations
- Handling Guest queries/complaints
- Guest Relation
- Handling VIP/VVIP Guest movements in club
- Close co-ordination with F&B Service and Housekeeping department
- Vendor Management