

Manoj Singh



PERSONAL INFORMATION

Name

Manoj Singh

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LANGUAGE KNOWN

● English (Proficiency)

● Hindi (Native)

SKILLS

● CRM

● Facility Management

● Conflict Resolution

● Vendor Management

● Negotiation

● Event Management

● Operations

● Team Management

OBJECTIVE

Detail-oriented and exceptionally creative individual with more than 10 years of experience in operations and facility management.

ACADEMIC QUALIFICATION

- **MBA (International Business Management)**
Poddar College of Management, Rajasthan,
(2003–2005).
- **PG Diploma (Hotel Management), NIHM**
(National Institute of Hotel Management),
Rajasthan – (2006 – 2007)

EXPERIENCE

- **Hotel Siddharth Plaza, Gurgaon**
Oct.2018 – Till Date

Hotel General Manager

Overseeing a team of staff and take responsibility for the smooth running of the hotel, its occupancy levels and also its profitability. In charge of daily operations of all departments, from the laundry service all the way through to organizing corporate hospitality. Keeps the hotel and its prices relevant by taking advantage of latest development in technology

- **Orihaan Hospitality and Facility Management services, Gurgaon**
May.2012 – Sep.2018

Manager Operations & Facilities

Joined the group from the very beginning of it. Hired and trained the staff. Nurtured and grew the business. Bolstered the hotel's reputation and commercial success. First handedly learned how to get repeat business by maintaining a professional and personal relationship with customers.

- **Hotel Landmark Inn, New Delhi**
Nov. 2009 to April 2012

Assistant Hotel Manager

Joined the hotel as front desk executive. Learned the trade. Got promoted to the position of assistant manager in March 2011. Took care of day-to-day business.

SOFTWARE KNOWLEDGE

● Microsoft Office
(Proficient)

● SAP
(Beginner)

● HMS
(Hotel Management System)
(Proficient)

Operation Management

- Have a solid understanding of all hotel function.
- Ensuring CRM (Customer relationship management) by addressing customer complaints, foreseeing customer requirements/needs, and keeping them in the loop.
- Knowledge of health & safety regulations, food safety, licensing laws and cash handling.
- Monitor cost and expenses to assist in budget preparation and also manage schedules and deadlines.
- Familiar with financial reporting systems including cost control, stock management and P&L.
- Handling customer visitation and handling their queries.
- Assessing processes, taking measurements and interpreting data.
- Maintaining statistical and financial records.
- Prepare monthly MIS (management information system) report.
- Planning maintenance work, events and room bookings.
- Setting sales targets for staff and monitoring them to ensure that they are met.

Facility Management

- Maintaining 5S throughout the organization building.
- Responsible for continuous improvement through standardization of work & Kaizens.
- Continuously monitoring of consumable cost.
- Recruiting staff, training them up and then monitoring their performance.
- Supervising multi-disciplinary teams of staff including housekeeping, maintenance, and security.
- Evaluated and re-negotiated all vendor services contracts, resulting in annual savings while maintaining quality.
- Knowledge of health & safety regulations, food safety, licensing laws and cash handling.
- Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints.
- Creating Inspection forms and guidelines to review various aspects of organization.