

# Chandrabir Singh



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Chandar Singh



Chander\_chaudhary

## CERTIFICATIONS &

### TRAININGS

- Certified Group Trainer
- Fire and Safety Warden Certificate
- Certified in developing great leaders
- Certified in Management Awareness Program
- Certified in developing high performance teams
- Certified in Fundamentals Of Excellence Course
- Certified in Fundamentals Of Business Excellence Course
- Intermediate Food Hygiene Certificate, Level II & HACCP
- Industrial Training at an 'A' class



## PROFILE AT A GLANCE:

A results-oriented professional offering focused leadership to drive organizational growth and profitability in highly demanding environments. Consistently achieve performance goals through enthusiasm, tenacity and initiative, which complement knowledge/ expertise acquired in leading International / National Service Industry Organizations.

Seeking a challenging position in ...

Top Management – Hotel / Hospitality

## OTHER SKILLS

- Eye for details
- Sense of urgency
- Business oriented
- Good upselling skills
- Quick & team worker
- Excellent work ethics
- Guest relations skills
- Effective communicator
- Good guest relations skills
- Supportive & directional leadership style

## ORGANIZATIONAL PROFILE:

The Zinc Hotel Whitefield - Bangalore, India is an elegant & historic upper scale Hotel, offering 201 spacious, well-appointed Basic, standard, standard plus, suite, Suite with pantry and dining area & suite with garden with a variety of amenities and individual outstanding services.

Having one international 120 cover restaurants, 80 cover bar, 24 IRD & lounge, pool, spa, salon, fitness Centre and comprehensive range of well-appointed meeting rooms, conference facilities and banquet halls The Zinc Hotel Bangalore has been recognized several times for excellence and recognized as one of the leading business hotels in the region.

## BUSINESS PORTFOLIO:

As a Corporate General Manager with concept hospitality- (which also operates the fern hotels & resorts) , I am managing an effective operation 201 rooms, sales, restaurants, Bars, IRD, pool, spa, housekeeping, finance, kitchen, engineering, operations & five thousand square feet banqueting area along with 5000 sq.ft. banquet gardens & outdoor caterings. Reporting to the Owner & VP of fern hotel chain.

I am responsible for maximizing all revenue opportunities through effective teamwork and development and to ensure that rooms & Food & beverage Quality and Service are delivered to brand standards On this role I am directing a team of 50 colleagues who collectively manage a workforce of over 200 staff of diverse nationalities and accountable for 25 Crore revenue business portfolio annually. Reports to VP operations & owner

## WORK EXPERIENCE

**CORPORATE GENERAL MANAGER AT THE CONCEPT HOSPITALITY (FERN HOTELS & RESORTS), CURRENTLY MANAGING THE NEW LIFE STYLE UPPER SCALE BRAND, THE ZINC HOTEL 201 ROOMS, WHITEFIELD - BANGALORE, INDIA, 5\***



## GENERAL MANAGER(APRIL 19- TILL DATE)

**POSITION SUMMARY:** As a General manager I am responsible for all aspects of operations at the hotel, to day-to-day staff management and guests. Being a brand ambassador of hotel, I provide right leadership and strategic planning to all departments in support of our service culture, maximized operations and guest satisfaction. Work Very closely with the hotel owners and other stake holders. Responsible for managing the Hotels management team (HOD's) and overall hotel targets to deliver an excellent Guest experience. As a General Manager, I well manage between profitability and guest satisfaction measures.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs the role of "Standard Bearer", ensuring that each criteria in fern group then-current are communicated, understood, achieved and maintained by hotel staff.

- Performs each criteria as contained in fern group then-current "General Manager"

Standard Operating Procedures/ Performance" in a satisfactory manner. Performs to deals with the general public, customers, employees, union and government officials, with tact and courtesy, accepts full responsibility for managing an activity.

### Pre-opening hotel | New Brand Launch

**WORKED AS GENERAL MANAGER AT THE FERN, AN ECOTEL HOTEL LEADING ENVIRONMENTALLY SENSITIVE HOTEL 100 ROOMS, JAIPUR, INDIA 5\***



## GENERAL MANAGER(MAY'18- APR'19)

### Pre-opening hotel

**Internal Transfer from Jaipur to Bangalore Hotel**



## GM DUTIES & RESPONSIBILITIES:

- Oversee the operations functions of the hotel, as per the Organizational chart.
- Hold regular briefings and meetings with all head of departments.
- Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards.
- Lead all key property issues including capital projects, customer service and refurbishment.
- Handling complaints, and oversee the service recovery procedures.
- Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.
- Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
- Ensure all decisions are made in the best interest of the hotels and management.
- Deliver hotel budget goals and set other short and long term strategic goals for the property.
- Developing improvement actions, carry out costs savings.
- A strong understanding of P&L statements and the ability to react with impactful strategies
- Closely monitor the hotels business reports on a daily basis and take decisions accordingly.
- Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.
- Maximizing room yield and hotels / resort revenue through innovative sales practices and yield management programs.
- Prepare a monthly financial reporting for the owners and stake holders.

WORKS AS GENERAL MANAGER AT THE FERN, AN ECOTEL HOTEL LEADING ENVIRONMENTALLY SENSITIVE HOTEL 55 ROOMS, UDAIPUR, INDIA



THE FERN  
*Residency*  
UDAIPUR  
A leading environmentally sensitive hotel

**GENERAL MANAGER (APR'16- APR'18)**

**Pre-opening hotel**

**Internal Transfer from Udaipur to Jaipur Hotel**

WORKS AS GENERAL MANAGER AT HOWARD PLAZA THE FERN, A LEADING ENVIRONMENTALLY SENSITIVE HOTEL 87 ROOMS, AGRA, INDIA 5\*



THE FERN  
*Residency*  
AGRA  
A leading environmentally sensitive hotel

**GENERAL MANAGER (NOV'15-APR'16)**

**Internal Transfer from Agra to Udaipur  
Brand setup**

WORKED WITH ITC-FORTUNE THE SAVOY HOTEL, AS FOOD AND BEVERAGE MANAGER, MUSSOORIE, UTTARAKHAND, INDIA 5\*



ITC  
ITC Limited

**F&B MANAGER (ITC CORPORATE ROLE) (JUN'2014-NOV'2015)**

WORKED AT MOSAIC HOTELS- (A UNIT OF SHIPRA GROUP INDIA)  
FOOD & BEVERAGE MANAGER, NOIDA, DELHI NCR, INDIA



MSHL  
MOAIC  
HOTELS

**FOOD & BEVERAGE MANAGER (SEPT'2013-JUNE'14)**

- Draw up plans and budget (revenues, costs, etc.) for the owners.
- Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipments and services.
- Act as a final decision maker in hiring a key staffs.
- Coordination with HOD's for the execution of all activities and functions.
- Overseeing and managing all departments and working closely with department heads on a daily basis.
- Manage and develop the Hotel Executive team to ensure career progression and development.
- Be accountable for responsibilities of department heads and take ownership of all guest complaints.
- Provide effective leadership to hotel team members.
- Lead in all aspects of business planning.
- Respond to audits to ensure continual improvement is achieved.
- Corporate client handling and take part in new client acquisition along with the sales team whenever required.
- Assisting in residential sales as and when required and development with strong sales prospects.
- Responsible for safeguarding the quality of operations both (internal & external audits).
- Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements. employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Reports to group VP operations & owner.

## WORKED AS RESTAURANT MANAGER AT DOUBLE TREE BY HILTON HOTEL, GURGAON, DELHI NCR, INDIA 5\*



### RESTAURANT MANAGER(DEC'2011-SEPT'2013)

#### *Pre-opening property*

## WORKED AS RESTAURANT MANAGER WITH KEMPINSKI HOTEL ISHTAR, DEAD SEA, SWMEIH ROAD, AMMAN, JORDAN 5\*



### RESTAURANT MANAGER (APR'2010--JULY'2011)

## WORKED AS BANQUET MANAGER AT HOLIDAY INN HOTEL, INTER- CONTINENTAL HOTEL GROUP, MALE, MALDIVES 5\*



### BANQUET MANAGER (JUL'2009--APR'2010)

## AL MAHARA" SIGNATURE FINE DINING RESTAURANT, BURJ- AL ARAB, ICONIC WORLD MOST LUXURY HOTEL, DUBAI, UAE 7\*



### F&B TEAM LEADER (AUG'2008--JUL'2009)

Note --> Intercompany transfer from Jumeirah beach hotel.



## COMPUTER SKILLS:

I have sufficient computer skills that will allow me to be able to use, in a proficient manner,

all Company-issued software programs implemented at the hotel, including but not limited to the following:

Microsoft Word

Microsoft Excel

Microsoft power point

Yield Management Systems

Property Management System

Daily Revenue System

Central Reservation System

Payroll programs

Internet browser programs

## KEY EXPERTISE & KEY TRIALS:

Restaurant, bar, banquets & out door catering operations

Customer-centric serviceDelivery

Guest Relations

Bill settling

Cost containment

Competitor Analysis

Quality assurance

Event management

Sales Reports analysis and Forecasting

Up-sell property facilities

Stock control

SOP Audits

Shift Management Hygiene standards Management

Excellent knowledge of food & Beverage

**LATITUDE" UNIQUE INTERNATIONAL ALL DAY DINING RESTAURANT, THE JUMEIRAH, BEACH HOTEL, DUBAI, UAE 5\***



**Jumeirah**  
STAY DIFFERENT™

**F&B TEAM LEADER (JULY' 2007-- AUG' 2008)**

**"NINA & OLIVES SIGNATURE  
FINE DINING RESTAURANTS AT ONE & ONLY  
ROYAL MIRAGE HOTEL & RESORT, DUBAI, UAE 5\***



**One&Only**  
Royal Mirage, Dubai

**F&B COMMI -WAITER TO WAITER(JAN' 2005 -- APRIL' 2007)**

**WORKED AS GSA-- F&B AT MARRIOTT RENAISSANCE HOTEL  
AND CONVENTION CENTRE &  
MARRIOTT APARTMENTS, MUMBAI, INDIA**



**Marriott**

**GUEST SERVICE ASSOCIATE F&B (JUN' 2004--DEC'2004)**

## KEY TRAITS

A dynamic professional possessing a well-balanced managerial style, which promotes enthusiasm and team work among staff Holds a very high and impressive standard of cleanliness and organization...

Strong understanding of the financial aspects of this position...very creative, and has the ability to value add with a complete understanding of cost.

Extremely hard working, supportive, honest, and productive...takes pride in doing it right the first time... understands quality and seeks to do the best at all times. Maintains an extremely professional attitude at all times.

## AWARDS & ACHIEVEMENTS

During my tenure, I became proud member of Hotel Burj al Arab Dubai by Jumeirah, where they won Conde Nast Award for Best luxury hotel in Middle East.

Nominated for HICSA 2019 the "Top 3 Finalists for Mid-Market Hotel Segment in India"- the fern residency Jaipur

Achieved 95% in TAC Audit conducted by Fern Hotels & Resorts in Feb'2019- the fern residency Jaipur

Achieved 97% in Mystery Audit conducted by Accesso Merchandise – V Retail in April'18- the fern residency Udaipur

Conducted various CSR activities like 'clean drive', Eco Ganesha idols Visarjan, Save our Planet tent cards etc.- the fern residency Jaipur



## EDUCATION

B.Sc. Degree  
(Hospitality and Hotel Administration Management),  
IHM, Bhopal, (M.P.) India, through National council  
for hotel management & catering technology & applied  
nutrition, (Pusa) New Delhi, India  
(Affiliated by Ministry of Tourism Government of India),  
(2001-2004)

Secured 100% scholarship from Federation of  
Hotel and Restaurant Association of India (2003)



## REFERENCES: AVAILABLE ON REQUEST



## TECHNICAL KNOWLEDGE

**Operating Systems** - Opera , OnQ , IDS , Win HMS ,  
Tally , Micros, Touche

**Software Known** - MS Office, Word, Excel, Power Point,  
CDR, EPF, PDF



## INTEREST

*Reading News Papers and Magazines, making friends  
& good contacts with peoples, Internet Surfing,  
playing Cricket, Pool and Billiards*

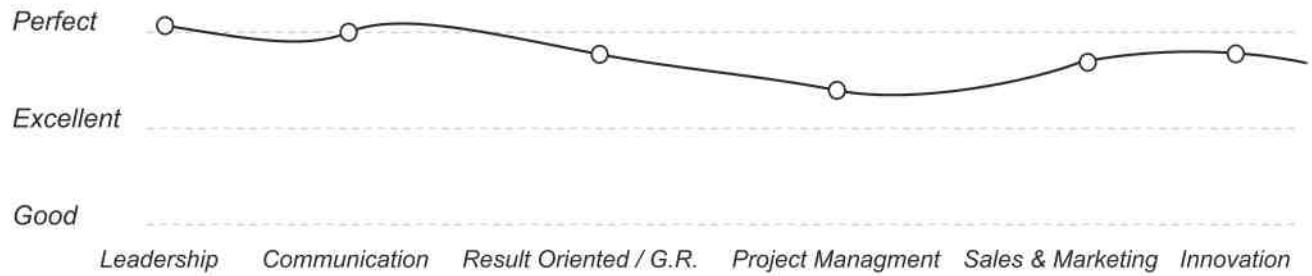


## LANGUAGES





## SKILLS



## PERSONAL DETAILS



**Date of Birth** : 13th Jan 1984.

**Height & Weight** : 180 cm/ 76 kg

**Nationality** : Indian

**Status** : Married

**Passport No.** : K-9543709

**Driving License** : LMV-DL-1220130112248



*Note- I certify that I have read and understand the content of this application. The information, I have furnished on this application is true and correct to the best of my knowledge and belief.*