



## **Manmeet Singh**

(D.O.B. 13<sup>th</sup> July 1992)

S/o. Mr. Baldev Singh, Resident of Baba Deep Singh Colony, Fatehgarh Churian Road, Amritsar (Punjab)

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### **EDUCATION**

- Diploma (2012-13): Diploma in Hotel Management from Boston Business School, Singapore
- Diploma (2012-13): Diploma in Food & Beverages and Hygiene from Boston Business School, Singapore

### **SUMMARY**

- Served The LaLiT Chandigarh as Assistant Revenue Manager (Oct. 2017 — June 2020)
- 8+ years of work experience working with leading hotel chains
- Good experience in devising and implementing pricing strategy in order to maximize revenue contributing to REVPAR (revenue per available room)
- Demonstrated experience in providing technical support to reservations and front office on up-selling and negotiating techniques
- Well versed in operating OPERA, Maximojo and SynXis.

### **Work Profile**

**Novotel**

**Chandigarh**

**Revenue Manager**

**Aug 22 – Oct-23**

- Oversee revenue management and distribution strategy of the hotel on the area and manage day to day yield operations.
- Preparing and managing daily, weekly and monthly revenue reports such as business on books, daily pick up report, month end reports etc for historical data analysis and future strategic planning. Besides, all the reports are being prepared and submitted to the corporate office when the same is required.
- Perform competitive benchmark studies and follow market trends.

- Provide weekly dynamic forecast of expected results, variances and budget comparisons.
- Responsible for best practice standards to include: competitor analysis, environmental scanning, market modeling, distribution yield management, business mix yield management, length of stay yield management, inventory availability by channel, pricing control and new pricing concepts
- Evaluate performance of distribution partners (OTA, FIT, Travel agents, corporate, consortia, groups, etc)
- Reduce the cost of distribution by finding new less expensive means of delivering business.
- Prepare outline for and support the annual revenue budget process
- Assisting internal teams to learn and understand new processes related to revenue being implemented by the corporate office and guiding on the usage of any new tool ifor when started
- To audit and ensure there is no loss of revenue from any aspects by any of the department by doing regular checks and audits.
- Initiating attractive promotions and offers to generate business during festive and valley periods.
- Organizing weekly revenue meetings with respective HODs to discuss the productivity and pace vis-à-vis targets and ensuring maximization of revenue and no revenue loss.

Regenta Central Amritsar by Royal Orchid Hotels Limited

Amritsar (Pb.),India

**Assistant Front Office Manager**

September 2021-Aug 22

Responsible for guest check-in/check-out, reservations confirmation, room assigning.

- Support team members in handling guest requests and enquires to ensure a positive outcome is achieved
- Assist the team in maximizing room occupancy by up-selling techniques to promote hotel services and facilities
- Assist the management in training, motivating, and coaching the team and assist the FOM with duty roster
- Assisting the revenue manager in providing daily, weekly and monthly reporting • Responsible for handling front office and administrative duties.
- Manage all channels (OTA and website) and assist the revenue manager in setting targets for each to ensure compliance to rate parity across channels and OTA distributors Assisting in identifying new revenue opportunities

**Country Inn & Suites by Radisson**

Amritsar (Pb.),India Assistant Revenue Manager

**November-2020-June21**

Responsible for guest check-in/check-out, reservations confirmation, room assigning.

- Support team members in handling guest requests and enquires to ensure a positive outcome is achieved
- Assist the team in maximizing room occupancy by up-selling techniques to promote hotel services and facilities
- Assist the management in training, motivating, and coaching the team and assist the FOM with duty roster
- Assisting the revenue manager in providing daily, weekly and monthly reporting • Responsible for handling front office reception and administration duties.

- Manage all channels (OTA and website) and assist the revenue manager in setting targets for each to ensure compliance to rate parity across channels and OTA distributors Assisting in identifying new revenue opportunities

**The LaLiT**

**Chandigarh, India Assistant Revenue Manager October 2017 -June20**

- Assisting the revenue manager in providing daily, weekly and monthly reporting
- Assisting in identifying new revenue opportunities
- Identify and manage capacity/availability issues and risks in line with budget and monthly forecast
- Manage all channels (OTA and website) and assist the revenue manager in setting targets for each to ensure compliance to rate parity across channels and OTA distributors.
- Exploring and maximizing other revenue generating areas of the hotel i.e. F & B, banquets, SPA and minor operating departments
- Ensuring no revenue leakage in system in form of no shows, cancellations, group wash outs, sales refusal etc.

**Country Inn & Suites by Radisson  
2015 — September2017**

**Amritsar (Pb.), India Front Office Executive August**

- Responsible for handling front office reception and administration duties
- Responsible for guest check-in/check-out, reservations confirmation, room assigning, and issuing and activating roomkey
- Support team members in handling guest requests and enquires to ensure a positive outcome is achieved
- Assist the team in maximizing room occupancy by up-selling techniques to promote hotel services and facilities
- Assist the management in training, motivating, and coaching the team and assist the FOM with duty roster

**Ananda Bhavan**

**On JobTrainee**

**Singapore**

**Nov 2012 - Apr2013**

#### **AWARDS AND RECOGNITIONS**

- Received a recognition for 'Devotion to Duty' in 2019 at The LaLiT Chandigarh
- Received an award for 'Honesty and Integrity' in 2017 at Country Inn & Suites by Radisson
- Received 'BRAVO' award 3 times at Country Inn & Suites by Radisson