

Curriculum vitae

PERSONAL DETAILS

Name

Ram Singh

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London, UK

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Email

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SKILLS

- Hotel Management
- Staff Training & Development
- Operations Management
- Customer Service
- Cost Control
- Strategic Planning
- Conflict Resolution
- Events & Marketing

EDUCATION

Bachelor of Hospitality Management
IE School of Hospitality & Service Management
Cape Town, South Africa, 2015

LANGUAGES

English ●●●●●

French ●●●●●

PROFESSIONAL TRAINING

Motivational Management for the Leisure, Tourism and Hospitality Industry
PTP Training, 2021

Conflict Resolution
Mandatory Training Group (CPD certified), 2020

PROFILE

Experienced hospitality management professional with 5+ years of experience overseeing hotel operations and delivering exceptional guest experiences. Skilled in staff supervision, operations management, and customer service. Strong leadership abilities combined with a passion for providing memorable hospitality experiences.

WORK EXPERIENCE

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|----------------|--|
| 2019 - Present | <p>Hotel Manager <i>Royal Britz, London, UK</i></p> <p>Oversee daily operations of a 200-room upscale hotel, ensuring smooth and efficient functioning of all departments. Lead a team of 50+ staff members, including front desk, housekeeping, food and beverage, and maintenance, providing guidance, training, and motivation. Foster strong relationships with vendors, suppliers, and local businesses to enhance guest experiences and hotel offerings.</p> <ul style="list-style-type: none">• Implemented training programs and guest feedback initiatives, resulting in a 25% improvement in guest satisfaction scores and a positive online reputation.• Successfully increased occupancy rates by 5% within the first quarter by implementing strategic sales and marketing efforts. |
| 2017 - 2019 | <p>Hotel Supervisor <i>Hotel Llandudno, London, UK</i></p> <p>Assisted the hotel manager in overseeing daily operations, ensuring seamless coordination between departments. Resolved complaints and issues promptly and effectively, ensuring a positive guest experience and adherence to health and safety standards. Managed room reservations, check-in/check-out processes, and room assignments to optimise occupancy rates and guest satisfaction.</p> <ul style="list-style-type: none">• Supervised and trained front desk, housekeeping, and food and beverage staff to maintain service standards and exceed guest expectations.• Collaborated with the hotel manager to develop and implement cost-saving initiatives without compromising service quality. |

ADDITIONAL EXPERIENCE:

- Front-of-house Supervisor, Belmond Hotel, Cape Town, South Africa
- Supervised a team of front-of-house staff, including servers, hosts, and bartenders, ensuring smooth service operations.
 - Trained new staff members on service standards, POS systems, and menu knowledge.
- Guest Relationship and Operations Assistant, Bay Hotel, Cape Town, South Africa
- Coordinated with housekeeping, maintenance, and food and beverage teams to address guest needs.
 - Assisted in planning and executing special events and promotional activities.