

Sumant Singh

**General Manager | Revenue Growth & Operational Excellence |
High-Performance Teams | Guest & Brand Experience Strategy
| LQA Audit & Reclassification Expert**

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PERSONAL SUMMARY

Hospitality leader with over sixteen years of experience across luxury hotels and destination resorts in India, Thailand, and Africa, shaping guest experience, service culture, and commercial performance. Proven success in enhancing brand reputation, strengthening revenue and profitability, and developing capable, service-focused teams across globally recognized brands including Frasers Hospitality, The Lalit, MGallery (Accor), Le Meridien, and The Oberoi Group. Leadership approach reflects a measured balance of strategic business insight and hands-on operational depth, anchored in a commitment to guest delight, disciplined asset care, and continuous team development. Dedicated to transforming properties into high-value, experiential destinations that deliver both emotional connection and sustainable returns.

WORK EXPERIENCE

Frasers Suites Sukhumvit (Frasers Hospitality) · Bangkok, Thailand

General Manager | Jul 2024 – Present

- Leading end-to-end hotel operations with a strategic focus on **revenue optimization, asset value protection, guest satisfaction**, and brand positioning.
- Strengthening Preventive & Total Productive Maintenance frameworks to improve asset life-cycle efficiency and guest environment standards.
- Enhancing team capability through structured leadership development and performance culture alignment.

Core Focus: Revenue Growth • GOP Performance • Guest Experience • Reputation & Brand Standards • Team & Talent Development

The Ajit Bhawan & Rawla Narlai (Ajit Group of Hotels) · Jodhpur, Rajasthan, India

General Manager | Dec 2022 – Jul 2024

- Directed multi-outlet heritage and lifestyle operations while improving **yield strategy, service delivery, and operational efficiency**.
- Elevated dining experiences, refined guest service culture, and improved review sentiment across key platforms.

- Fortified cost frameworks, budgeting discipline, and departmental performance matrices.
Core Focus: Yield Management • Dining & Service Excellence • Cost & Budget Control • Guest Sentiment • Team Engagement
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The Lalit Resort & Spa (The Lalit Suri Hospitality Group) · Bekal, Kerala, India
Resident Manager / Hotel Manager | Jul 2020 – Dec 2022

- Oversaw full resort operations and guest experience delivery with emphasis on **service consistency and financial stewardship**.
 - Strengthened SOP adherence, internal controls, and productivity optimization across core departments.
Core Focus: Operational Oversight • Revenue & Forecasting • Employee Engagement • Service Quality
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Avista Hideaway MGallery Hotel Collection (Accor) · Phuket, Thailand
Resort Operations Manager / Acting Hotel Manager | Sep 2017 – May 2020

- Led cross-department operations in a high-volume international leisure destination.
 - Drove guest experience performance, brand standards compliance, and team capability development.
Core Focus: Rooms Division • Service Standards • Team Training • Guest Satisfaction
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Leonisa Holistic Destination · Hyderabad, India
Cluster Front Office Manager | Dec 2015 – Sep 2017

- Managed Front Office operations across a **462-key, multi-hotel, 500-acre luxury destination**.
 - Directed guest relations, workforce planning, VIP handling, and large-scale operational coordination.
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Speke Resort & Munyonyo Commonwealth Resort, Munyonyo · Kampala, Uganda
Cluster Front Office Manager | Mar 2014 – Dec 2015

- Oversaw Front Office operations for a **449-key luxury resort with 59 Presidential Suites and 24 event venues**.
- Strengthened service protocols for **VIP, Heads of State, and international delegations**.

The Oberoi Udaivilas (The Oberoi Group) · Udaipur, Rajasthan, India

Senior Front Office Supervisor | Jul 2012 – Oct 2013

Front Office Assistant | Oct 2010 – Jul 2012

- Progressed through successive roles within the Front Office, demonstrating exemplary guest service standards, operational competence, and early leadership capability.
- Awarded **Employee of the Year**, along with multiple monthly recognitions for guest delight and service excellence.
- Contributed to sustaining the property's reputation as **one of the world's leading luxury resorts**, ensuring hallmark service rituals, refined guest interactions, and consistent adherence to brand luxury standards.

Educational Qualifications

Master of Business Administration (MBA) | 2024

Indira Gandhi National Open University, Jodhpur, India

Bachelor's Degree in Hotel & Tourism Management | 2010

Xavier Institute of Hotel Management, Cuttack, India

Higher Secondary (Science) | 2007

Ispat College, Rourkela, India

Matriculation | 2005

Aayodhya Aggarwal Sanatan Dharm High School, Siwan, India

Personal Details

Date of Birth: 12 January 1990

Marital Status: Single

Nationality: Indian

Languages: English, Hindi, Odia, Bhojpuri & basic Thai

References: Available on request.