



SOURAV SINGH

Duty Manager

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☎ +960 7450959

📍 Madivaru, Maldives

📅 1998-04-15

🚩 Indian

👤 Single

OBJECTIVE

Dynamic Duty Manager with over 7 years of experience in optimizing operational efficiency and enhancing guest satisfaction. Proven track record in leading teams to exceed performance targets while maintaining high standards of service. Committed to fostering a positive work environment and implementing innovative solutions to drive success.

WORKEXPERIENCE

11/2025 – Present
Madivaru, Maldives

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Duty Manager – Pre-Opening Resort Operations

- Selected as part of the pre-opening leadership team for an ultra-luxury island resort in the Maldives
- Played a key role in launching luxury operations, ensuring brand standards and elevated guest journeys from day one
- Led pre-opening readiness, including SOP alignment, service rituals, and luxury touchpoint execution
- Oversaw opening simulations, dry runs, and soft-opening phases to deliver seamless guest experiences
- Delivered personalized guest engagement, with a strong focus on VIPs, repeat guests, and high-profile clientele
- Managed service excellence and recovery, resolving guest concerns with discretion, empathy, and brand elegance
- Coordinated cross-functionally with Front Office, F&B, Housekeeping, Spa, Engineering, and Security to ensure flawless operations
- Ensured consistent adherence to luxury service standards, safety protocols, and brand identity
- Supervised daily resort operations, arrivals and departures, and bespoke guest requests
- Acted as resort ambassador on duty, representing the brand with professionalism and attention to detail

06/2022 – 11/2025
Chennai

ITC Grand Chola, A Luxury Collection – Chennai (600 Rooms)

Duty Manager

- Managed large-scale front office operations in one of India's largest luxury hotels.
- Oversaw arrival & departure operations, VIP handling, and guest satisfaction across high occupancy periods.
- Led shift operations, including night audit supervision, team allocation, and decision-making authority.
- Played a key role in guest retention, loyalty recognition, and service recovery, earning repeat business and positive online reviews.
- Actively involved in upselling strategies, profile audits, and reservation accuracy, contributing to revenue growth.
- Recognized as Employee of the Quarter (Twice) for leadership and guest experience excellence.

11/2021 – 04/2022 Goa	Taj Fort Aguada Resort & Spa - Goa Front Office Supervisor • Supervised front office team operations, shift planning, and guest handling in a luxury resort environment. • Ensured consistent brand standards, guest engagement, and complaint resolution. • Supported Duty Managers in peak occupancy operations and VIP arrivals.
02/2021 – 10/2021 Chennai	The Leela Palace - Chennai Front Office Supervisor • Fast-tracked promotion from Assistant to Supervisor based on performance and leadership potential. • Managed hot log tracking, guest feedback follow-ups, and interdepartmental coordination. • Built strong rapport with repeat and long-stay guests, enhancing brand loyalty.
06/2019 – 02/2021 Chennai	The Leela Palace - Chennai Front Office Assistant • Joined The Leela Palace Chennai as my first professional assignment in 2019. • Actively worked throughout the COVID-19 period, supporting hotel operations during critical and challenging times. • Cross-trained and handled all Front Office functions including Reception, Guest Relations, Concierge, and Night Operations. • Independently managed internal reservations for 316 rooms, ensuring accuracy, rate compliance, and seamless coordination with Front Office and Sales teams. • Maintained high standards of guest service while adhering to safety, hygiene, and operational protocols during the pandemic.
01/12/2018 – 31/03/2019 Udaipur	Trident Udaipur Industrial Training • Cross-trained in all major hotel departments. • Awarded Kudos Award for performance and professionalism during training

Educational Qualifications

2023 – 2026	MBA Indra Gandhi Open University
2016 – 2019 Hyderabad	Bachelor in Hotel Management and Catering Technology Leo Academy Hyderabad
2014 – 2016 Orissa	Higher secondary Ispat College Rourkela
2014 Udaipur, Rajasthan	Matriculation Vidhya Bhawan Secondary Public School

Key Skills & Accomplishments

• Employee of the Quarter - Twice	• Appreciation by the guests - Online & Offline Platforms	• Luxury Front Office Operations
• VIP & Guest Experience Management	• Service Recovery & Complaint Handling	• Team Leadership & Staff Training
• Pre-Opening & SOP Implementation	• PMS Opera	• Arrival & Departure Excellence
• Cross-Department Coordination	• Revenue & Upselling Awareness	• Crisis & Emergency Handling

Language Known

English

Hindi

Oriya

Bhojpuri

Hobbies

- Cooking
- Playing Football
- Photography
- Travelling

Personal Details

Father's Name

Mr. Rabindra Singh

Mother Name

Late Sunita Singh

Address :

Sector 16 Near Ispat College , Tumkela, Rourkela, Odisha 769003

Key Learnings

- End-to-end Front Office operations management, including arrivals, departures, night audit, and guest in-stay experience.
- Service recovery and complaint resolution, transforming guest concerns into positive brand advocacy.
- Team supervision, coaching, and on-the-job training, ensuring service consistency and adherence to brand standards.
- Guest engagement and loyalty management, with a focus on VIP, repeat, and long-stay guests.
- Reservation management and profile audits, ensuring accuracy, billing integrity, and seamless coordination with Sales & Revenue teams.
- Upselling techniques and revenue optimization, contributing to incremental room and experience revenue.
- Interdepartmental coordination with Housekeeping, F&B, Engineering, and Security to ensure smooth daily operations.
- Handling high-pressure operational scenarios, including peak occupancy, night operations, and escalated guest situations.
- Exposure to pre-opening operations, SOP implementation, and service standard alignment (current role).