



Sangeet Singh

Experienced Hospitality Professional Specializing in Restaurant Management, F&B, Sustainable Concepts, and Operational Optimization to Enhance Guest Experience"

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QID - Valid, Dec 2025

NOC - Available

Notice Period - Not required.

ACCOMPLISHMENTS

- ✦ Independent Business Consultant, offering tailored solutions to meet the specific needs of cafes and restaurants.
- ✦ Developed 2 vegan brands from scratch in Qatar.
- ✦ Successfully managed pre-opening operations.
- ✦ Represented the company as brand manager at EXPO 2022 Dubai.
- ✦ Received the "Manager of the Year" award for exceptional performance.
- ✦ Received an appreciation letter for providing the best customer service while working at Grand Regal Hotel.
- ✦ Won the Diamond and Gold Star awards for the 2009-10 GDP at Shangri-La Eros Hotel.
- ✦ Nominated for the "Care for Business" award at The Westin Sohna-Gurgaon Resort & Spa.

SKILLS

- ✦ Performance improvement
- ✦ Training
- ✦ Pre Opening Operations
- ✦ Team Management
- ✦ Revenue management
- ✦ Recipes and menu planning
- ✦ Passion for customer satisfaction
- ✦ Point of Sale (POS) system operation
- ✦ Operations management
- ✦ Inventory control and record keeping

EDUCATION

2004-2007

B.Sc. in Hotel Management & Tourism
IASE, India

Operational Responsibilities:

- ✦ **Restaurant Operations Management:** Oversee daily operations, ensuring cleanliness, maintenance, and efficiency in the kitchen, dining, and bar areas.
- ✦ **Staff Management:** Hire, train, schedule, and supervise employees, ensuring adherence to company policies.
- ✦ **Customer Satisfaction:** Monitor feedback, address complaints, and enhance the dining experience.
- ✦ **Financial Management:** Create and manage budgets, monitor expenses, and drive profitability.
- ✦ **Marketing Strategy:** Develop and implement promotions, advertising, and special events to attract and retain customers.
- ✦ **Inventory and Supply Management:** Maintain appropriate inventory levels, order supplies, and ensure availability of ingredients.
- ✦ **Health and Safety Compliance:** Ensure adherence to food and workplace safety regulations.
- ✦ **Vendor Relationships:** Cultivate supplier relationships, negotiate contracts, and optimize supply costs.
- ✦ **Quality Control:** Maintain adherence to quality standards for food and beverages.

Head of Operations Wings Coffee Roasters April 2023 to present Doha, Qatar

- ✦ Oversee day-to-day operations of the coffee roastery, ensuring efficiency and quality in production processes.
- ✦ Develop and implement operational policies and procedures to optimize workflow and meet production targets.
- ✦ Collaborate with the production team to monitor inventory levels, production schedules, and quality control measures.
- ✦ Develop and implement strategies to build and maintain strong relationships with wholesale clients, including coffee shops, restaurants, hotels and retailers.
- ✦ Collaborate with the sales team to understand client needs and ensure the timely and accurate delivery of coffee products.
- ✦ Act as the primary point of contact for key clients, addressing inquiries, resolving issues, and providing exceptional customer service.
- ✦ Analyze client feedback and market trends to identify opportunities for improvement and innovation in products and services.
- ✦ Work closely with cross-functional teams to coordinate client events, promotions, and product launches.
- ✦ Plan and execute client engagement initiatives, including tastings, workshops, and events.

Destination Manager (Operations Manager)

March, 2020 to Jan, 2023

Myk & Thalatheen

Doha, Qatar

- ✧ Orchestrated the complete development process from inception.
- ✧ Successfully established and managed 5 projects of café and restaurant, starting from the ground up.
- ✧ Offered operational support to the affiliated sister company within the group.
- ✧ Led recruitment and training efforts for line supervisors, assistant managers, and restaurant managers.
- ✧ Collaborated closely with the CEO to provide multifaceted assistance for the advancement of both brands.

Restaurant Manager

Dec 2017 - Feb 2020

Grand Regal Hotel, Doha, Qatar

- ✧ Oversaw room service operations for an inventory of 207 rooms.
- ✧ Managed a 96-seat all-day dining restaurant.
- ✧ Supervised the operation of the lobby lounge/cafe.
- ✧ Coordinated meeting and conference activities.
- ✧ Directed restaurant operations as the manager.

Hospitality Trainer & Quality Auditor

Operations, Training, Quality

March 2015 - October 2017

OYO Rooms, North India

- ✧ Oversaw operations and training for North India, including Gurgaon HQ, Chandigarh, Punjab, and Himachal, ensuring consistency in service and standards across all properties.
- ✧ Conducted operational audits for flagship and townhouse properties, identifying areas for improvement and implementing corrective actions to increase efficiency and profitability.
- ✧ Provided guidance and support to new properties, assisting with setting up operations and coordinating successful launches.
- ✧ Developed and delivered comprehensive training programs for staff, including induction, operations, and functional training sessions.

June 2012-2014

Restaurant Manager, Landmark Village Hotel, Singapore.

June 2011-2012

Restaurant Manager, Studio 169, Delhi.

December 2010 - June 2011

Associate, One & Only The Palm, Dubai.

November 2009 to November 2010

Associate, Shangri-La's – Eros Hotel, Delhi, India.

October 2008 to September 2009

Associate, The Westin Sohna – Gurgaon Resort and spa.

October 2007 to October 2008

Associate, The Atrium Hotel, Delhi, NCR, India