

Kirinjit Singh

Introduction



Experienced and self-motivated, bringing forth valuable industry experience over 25 years and a passion for management. Result orientated with proven track, working collaboratively with the team members to achieve goals, both in sales and operations. Conducive on creating positive team relationships resulting in optimal customer experiences and crisis leadership management, benefiting, customers, investors and owners while serving the industry at large.

LINKS

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51, 3/16, GREEN VALLEY PARK, BANDAR TASIK
PUTERI, 48020, RAWANG SDE, MALAYSIA

EDUCATION

Stamford College KL

Diploma in Hotel & Catering Management

Sekolah Menengah Seri Garing Rawang

SPM Grade A

Skills

- *Financial Analysis*
 - *Strategic Planning*
 - *Trend Analysis*
 - *Market Assessment*
 - *Team Leadership*
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LANGUAGES

SPOKEN

English

Bahasa

Punjabi

Hindi

Tamil

AWARDS

2019 Malaysia's Best General
Manager Award by CMO Asia

QUALIFICATIONS

Certificate in Fire Safety

Chartered Toastmaster

Certified Army Cadet

Certified Train The Trainer

SPECIAL ASSIGNMENT

Nov 2017

Headed the coordination and arrangements for the stay of King Charles (Prince of Wales) & Wife Camilla (Duchess of Cornwall) at The Majestic Hotel KL.

Employment
&
Achievements

AC Hotels Malaysia

Area General Manager Operations

Dec 2019 – Present

Refurbishment:

- Headed the brand conversion from Vistana Hotel to AC Brand under Marriott Hotels International.
- Lead guest room refurbishment - 3 hotels across.

Covid pandemic achievements:

- Secured daily meal contract for the volunteers at Putra World Trade Centre, catered for 300 pax daily.
- Secured a staff meal contract from city hotels, contracting 5 properties, catering for 600 to 800 pax daily.
- Headed Facility Management for upgrading of property facilities(exp : new chillers, new water tank).
- Headed MCO period, from pandemic to endemic period.

Hotel Stripes Kuala Lumpur

Hotel Manager

Oct 2018 – Dec 2019

The Majestic Hotel Kuala Lumpur

Hotel Manager

Sept 2015 – Aug 2017.

Royal VIP : headed coordination and arrangements for the stay of King Charles(Prince of Wales) & Wife Camilla(Duchess of Cornwall).

Gaya Island Resort

Resort Manager

Sept 2012- Sept 2015

Pre-opening :

- Spearheading all the pre-opening activities.
- Working closely with the contractors in the daily operation on planning and scheduling and overseeing the success of the work-progress.
- Ensuring key financial/budgetary goals and GOPs are met.
- Establishing the framework for all pricing and Sales & Marketing/e-Commerce strategies.
- Ensuring all the Operational brand and service standards are met.
- Carried Recruitment and Hiring drives through the Kota Kinabalu areas building the pre-opening team.

Results Attained(Pre-Opening stage) :

- Opened the resort successfully meeting the dateline despite the various challenges of working against the elements of nature.
- Maintained the budget lines within the given frame.

Results Attained :

- Spearheaded the resort into attaining improved ranking in trip advisor.
- Maintained the cost within the budget and achieved the best Average Room Rate among the resorts around.

Employments
&
Achievements

Cameron Highlands Resort(Golf Course Inclusive)

General Manager

2010 – Sept 2012

- All matters relating to customer service and operation.
- Creation of enhanced guest/customer product and service concepts.
- Determining and setting daily, monthly, and annual goals.
- Responsible for the smooth operation of the property. This entails to from department inventories to property generic.
- Recruiting and developing leadership. Headed the hiring drive project at then northern region to tackle the human resource challenge and managed to solve the hiring challenge of the property.
- Handling all local licensing issues and government relations.
- Managing owner relations and expectations.
- Driving total revenue management strategies and sales.
- Coordination on Golf arrangements for the resort guest with the Golf Course Management, handling of bookings, golf gears and games. Work on with FB outlets operations of Gold Course.

Track records :

- Excellent product design, service culture and standards set.
- Excellent guest feedback in all websites. Eg:
- www.booking.com
- www.tripadvisor.com
- www.agoda.com
- listed as top resort in the category in trip-advisor website in 3 months.
- Lowest staff turn-over rate.
- Listed as one of the top resort in the internal Market Metrix category.
- Won the best Highlands destination resort year 2010.
- Won the best Trip Advisor Service Excellence Award 2011.
- Won Best Romantic Stay Excellence Award 2011.

Pangkor Laut Resort 2006-2010(142 villas. 8 units of Exclusive Estates)

Resident Manager (Sept 01, 2009 – June 01, 2010) Executive Assistant Manager (February 01, 2009 – Sept 01, 2009)

Managerial

- Plan, forecast, and budget the revenues & cost for the resort.
- Implement strategies to achieve a larger market share and attract new segments, for the hotel.
- Implement systems and procedures that achieve higher cost efficiency and guest satisfaction.
- Recruitment and Performance Appraisal/ Management of the employees in the F&B, accommodations, engineering and security departments.
- Implement the annual plan using the, linking the resort's objectives to the overall strategy.
- Constantly benchmark & innovate products & services in line with changing customer expectations.
- Drive a Performance culture through all levels of employees in the resort.

Operational

- In-charge in the absence of General Manager.
- Maximize revenue & profitability of the resort through best in class product & service standards in order to dazzle & delight the customer.
- Monitor the Brand Standards implementation.
- Measure & monitor all parameters & attributes against pre-determined targets.
- Measure improvements in satisfaction ratings in the various aspects.
- Monitor complaints & take measures to ensure complaint reduction.
- Monitor rooms market share & to improve revenues against budget & previous years performance.
- Maintain excellent external contacts.
- Work in close coordination with Sales& Marketing, Finance & HR of the hotel for maximizing operational efficiencies.
- Ensure alignment of activities with operational goals & targets.
- Ensure imparting both technical & attitudinal training to all employees.
- Ensure optimal staffing levels & Rooms to Staff ratios.
- Monitor Balanced Scorecard for the unit in line with the SBU scorecard.

Employments
&
Achievements

Rooms Division Manager (October 01, 2007 – February 01, 2009)

- Overseeing daily operations of Rooms Division (Front Office, Concierge, Guest Services, Retail Shop, Business Centre, Laundry, Housekeeping, Loss Prevention/Security, Grounds, and Guest Recognition).
- Checking on all daily guest arrivals, VIP room set-ups / amenities / events (this inclusive of handling helicopter arrivals/departures).
- Drive service levels and Customer Engagement
- Innovate / Implement new ideas for service, process, product and revenue/profit enhancement.
- Checking on guest satisfaction – attending to special needs / service recovery.
- Negotiate and handle all contracts relating to Rooms Division areas.
- Plan and control expenses of the division.
- Plan, prepare and conduct training for leaders.
- Develop, recognize and reward employees.
- Maximize revenue by implementing rooms upselling programs, outlet promotions, marketing plans for Spa and other staff incentives.
- Keeping a close track on the renovation work and schedule and report to General Manager on the progress on a weekly basis.

Track Records :

- Resort won # 1 Small Luxury Resort in the world for year 2010.
- Resort won the best Rooms Division in category under HAPA for year 2010.
- Reduced employee turnover
- Improved Customer Satisfaction score.
- Improved Rooms Departmental Profit.
- Completed the renovation project within the date-line given.

Housekeeping Manager (May 01, 2006 – October 01, 2007)

- Create a positive work environment by maintaining the highest level of ethics and integrity consistent with applicable regulatory standards.
- Command a presence of respect and humility; demonstrating the ability to motivate and readily communicate expectations and follow-up.
- Hires, coaches, and develops the housekeeping staff.
- Manages financial aspects including budgeting, inventory and reporting.

Employments
&
Achievements

Special Project

1. In-charge of resort renovation and completed the project on schedule for year 2006(June 2006 – Dec 2006).

- Responsible to do a mock-up room(this initials into working with suppliers on designs, products, and preparing and presenting presentations to the Directors, Vice Presidents, and General Manager.
- Responsible for delivery and receiving of goods.
- Responsible to keep the budget and financial norms within the line.
- Maintaining the overall standards of the operation.
- Responsible for meeting the deadline on a timely manner on all work areas.
- Submitting weekly and monthly reports to the General Manager.
- Lead weekly inspection walks with Directors and General Manager and provide brief updates on the work progress.
- Responsible of daily operation briefings with internal team and suppliers/contractors.
- Working closely with suppliers/contractors on issues as ad-hoc basis.

Employments
&
Achievements

**JW Marriott Kuala Lumpur Housekeeping
Manager(516 rooms)(Sept 16, 2004)**

- Create a positive work environment by maintaining the highest level of ethics and integrity consistent with applicable regulatory standards.
- Command a presence of respect and humility; demonstrating the ability to motivate and readily communicate expectations and follow up.
- Hires, coaches, and develops the housekeeping staff.
- Manages financial aspects including budgeting, inventory and reporting.
- Producing a manager's report each month that is compiled with all departments.
- Responsible for processing all invoices to be submitted to the Accounting office.
- Responsible for keeping track of payroll and approving the hours of each staff member.
- Maintains departmental policies, standards and procedures.
- Identifies and reports maintenance related problems.
- Participate in daily operations including cleaning and inspecting of units to maintain standards.

Track Records :

- nominated and won Manager of the year 2005.
- nominated and won Manager of the quarter Year 2005.
- perfect attendance award year 1999.
- Five Star Award of Excellence Employee. 2000.
- pre-opening team of the hotel.

**Ritz Carlton Suite Wing Pre-opening Operations
Manager(Special Project) – 43 residences with 3
penthouses(2005).**

- Responsible for a smooth running of operations.
- writing procedures, standards, and activity flows and training the employees.
- responsible for delivery and receiving of goods.
- Responsible to keep the budget and financial norms within the line.
- Hiring and coaching of staff.
- Maintaining the overall standards of the operation.
- Responsible for meeting the deadline on a timely manner on all work areas.
- Submitting weekly, monthly reports to the General Manager.
- Lead weekly inspection walks with Directors, Executive Vice President of Operations, and General Manager and provide brief updates on the work progress.
- Responsible of daily operation briefings with internal team and suppliers/contractors.
- Working closely with suppliers/contractors on issues as ad-hoc basis.

Track record :

- completed the pre-opening of Ritz Carlton Residences Kuala Lumpur ahead of dateline.

**Vistana Hotel Kuala Lumpur Exec Committee member &
HK Mgr(312 rooms)(January 01, 2004)**

- Assist and act in the absence of the Director of Housekeeping in overseeing and ensuring overall cleanliness and product quality of the hotel in accordance with hotel, corporate and Department of Health standards.
- Plans, distributes, delegates and directs daily, weekly, monthly, quarterly and annual work assignments.
- Interviews, trains, supervises, counsels, schedules.
- Assists in the management of all financial aspects of the operation including forecasting, budgeting, purchasing and inventory control.

Special Projects :

1. Vistana Residences Renovation(February 2004 – Aug 2004).

- responsible to do a mock-up room(this initials into working with suppliers on designs, products, and preparing and presenting presentation to the Directors, Vice Presidents, and General Manager on the project.
- Responsible for delivery and receiving of goods.
- Responsible to keep the budget and financial norms.
- Maintaining the overall standards of the operation.
- Responsible for meeting the deadline on a timely manner on all work areas.
- Submitting weekly and monthly reports to the GM.
- Lead weekly inspection walks with Directors and General Manager and provide brief updates on the work progress.
- Responsible of daily operation briefings with internal team and suppliers/contractors.
- Working closely with suppliers/contractors on areas.

Vistana Hotel Kuala Lumpur Club floor renovation(2004)

- Responsible to do a mock-up room(this initials into working with suppliers on designs, products, and preparing and presenting presentation to the Directors, Vice Presidents, and General Manager on the project.
- Responsible to keep the budget and financial norms.
- Maintaining the overall standards of the operation.
- Responsible for meeting the deadline on a timely manner on all work areas.
- Submitting weekly and monthly reports to the General Manager.
- Responsible of daily operation briefings with internal team and suppliers/contractors.

3. In-charge of setting-up of centralize laundry operations for 4 properties(purchasing of washers and flat work to writing standards,flows, and procedures as well as training the staffs)(2004)

- Responsible of working out on budget for the project(this involves purchasing of washers, dryers, hiring of staffs, trainings) .
- Responsible for submitting budget for the project to the Vice President of Operations and General Manager.
- Keeping a neat and up-to-date record of work progress.
- Responsible of keeping the cost within the budget.
- Working closely with suppliers/contractors on delivering, receiving and installing machines at the site.
- Revamping the laundry operation flow and shifts as well as work areas fitting the load of 4 properties.

Track Record :

- completed above projects within date-line.

Vistana Hotel Kuantan Exec Committee member & HK Mgr(215 rooms) (March 28, 2001)

- Assist and acts in the absence of the Director of Housekeeping in overseeing and ensuring overall cleanliness and product quality of the hotel in accordance with hotel, corporate and Department of Health standards.
- Plans, distributes, delegates and directs daily, weekly, monthly, quarterly and annual work assignments.
- Interviews, trains, supervises, counsels, schedules.
- Assists in the management of all financial aspects of the operation including forecasting, budgeting, purchasing and inventory control.

Track Record :

- Completed above projects within date-line.
- Won perfect attendance award year 2002.
- Reduced turn-over rate.
- Improved guest satisfaction
- Headed refurbishment project of guest room.

Renaissance Hotel KL(1996 - 2001)

- Pre-opening team.

Closure note

Professional references available upon request.