

Sanjay Mohandas

- 📍 Abu Dhabi
- ✉ sanjaymd2020@gmail.com
- ☎ +971 506091101
- 🌐 <https://www.linkedin.com/in/sanjay-m-d-602700119>



PROFILE

Front Office and Guest Experience leader with 8+ years across Accor, GCC operations, FIFA accommodation and premium corporate front of house environments. Experienced in duty operations, guest recovery, night audit, cashiering control, team training, VIP handling, audit compliance, upselling, and high volume service environments.

Key impact: RPS **85.6 → 91.2** | Booking.com **7.5 → 8.2** | **AED 550K+** upselling revenue supported | **1.2M+** guest nights exposure.

PROFESSIONAL EXPERIENCE

Operations Lead Jul 2025 – Jan 2026
DMCC Uptown Tower Dubai, UAE

- Led guest facing front of house operations across a **495,000 sq. ft.** premium commercial asset with **70+ tenants**, delivering hotel standard service in a connected 5 star environment.
- Supervised a **15+ member** multi-floor reception team, coordinating service delivery with Security, Facilities, Asset Management, DMCC stakeholders, and hotel teams.
- Reduced audit non-compliance by **40%**, improved visitor processing accuracy to **100%**, and reduced processing time by **25%** during peak traffic and VIP movement.

Duty Manager Mar 2023 – Apr 2025
Accor, Novotel & Adagio Al Bustan Abu Dhabi, UAE

- Managed duty operations for a **639-key** dual-brand Accor property, covering front desk operations, guest experience, service recovery, room coordination, cashiering controls, and shift handovers.
- Supported RPS improvement from **85.6 to 91.2** and Booking.com score growth from **7.5 to 8.2** through guest engagement, complaint recovery, feedback follow up, and shift level service consistency.
- Supported **AED 550K+** annual ancillary revenue through upselling focus, colleague coaching, and consistent front office revenue discipline.
- Reduced financial discrepancies by **35%** and maintained **0% over/short** for **18 months** through stronger night audit, cashiering, and reconciliation controls.
- Trained front office colleagues as Departmental Trainer, improving audit performance by **27%**.

Night Manager Aug 2022 – Feb 2023
Accor, The Living Adventure Doha, Qatar

- Managed night operations for the FIFA World Cup 2022 accommodation project, supporting fan village guest services in a high volume, time sensitive operation.
- Oversaw night operations involving **200+ staff** and accommodation services linked to **1.2M+ guest nights**.
- Maintained **zero major incidents or losses** through night audit control, incident reporting, team supervision, and operational follow-up.

Duty Manager Apr 2019 – May 2022
Accor, Novotel Sipcot Chennai, India

- Supported RPS growth to **92.87** and helped the hotel rank **#2 regionally** in guest satisfaction through service recovery, team discipline, and front desk follow up.
- Maintained **98%+ audit scores** for 4 consecutive quarters through SOP discipline and front desk controls.

Front Office Associate

Accor, Novotel Sipcot

- Contributed **58%** of total incremental upselling revenue and supported ADR improvement of **INR 351** through consistent front desk conversion focus.
- Reduced departmental costs by **32%** through inventory control and operational discipline.

Apr 2017 – Apr 2019

Chennai, India

Industrial Exposure Trainee

Taj Hotels, Taj Club House

- Completed cross-functional hotel operations training across Front Office, Housekeeping, Food & Beverage, and Kitchen.

Nov 2015 – Mar 2016

Chennai, India

CORE COMPETENCIES

Front Office:

Duty Management | Lobby Operations | Guest Cycle Management | Night Audit | Cashiering | Room Coordination | Rooms Division Support | Departmental Training

Guest Experience:

Service Recovery | Complaint Handling | VIP Handling | Group Handling | OTA Reviews | Guest Feedback

Leadership & Controls:

Team Supervision | Staff Training | Shift Management | SOP Control | Audit Compliance | Upselling | Billing Reconciliation

EDUCATION

Global Leadership Program (GLP)

Accor

Internal leadership development program focused on operational readiness, people leadership, and service excellence.

Jun 2024 – Dec 2024

Abu Dhabi, United Arab Emirates

Train the Trainer Certification

Accor

Certified Departmental Trainer

Nov 2022

Abu Dhabi, United Arab Emirates

Bachelor of Science (B.Sc.) in Hotel & Catering Management

University of Madras

CGPA: 8.6 | University Rank Holder

Apr 2014 – Apr 2017

Chennai, India

SYSTEMS & TOOLS

Opera PMS | Visitor Management Systems | MS Excel | MS Office | Guest Feedback Platforms | OTA Platforms | Night Audit Reports | Billing & Reconciliation Reports

LANGUAGES

English

Hindi

Russian

Arabic