

NIGEL ANTHONY THOMAS

General Manager | Global Hospitality & Resort Operations Leader

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D.O.B - 27/01/1952 (73 Years)

PROFESSIONAL SUMMARY

Accomplished hospitality executive with 20+ years of global leadership managing P&L accountability for luxury resorts, multi-unit F&B operations, and international cruise lines across India, the Middle East, and USA. Expert in turnaround management, cost optimization, and scalable SOP implementation. Proven track record delivering 12–15% improvements in guest satisfaction and profitability while leading multicultural teams of 80+ staff. Certified in AI productivity and process automation tools.

KEY ACHIEVEMENTS

- Managed combined F&B revenues exceeding \$250,000 per cruise voyage across premium international cruise lines
- Reduced food costs by 12% through strategic vendor rationalisation and inventory waste elimination protocols
- Improved guest satisfaction scores by 15% via service standard enhancement and structured staff training programs
- Led teams of 100+ multicultural crew members across restaurants, bars, and galley operations on US cruise lines
- Achieved 100% compliance audit scores for HACCP-based food safety protocols across multi-unit operations
- Directed dry dock refurbishments and pre-opening new builds as project leader on international cruise lines

CORE COMPETENCIES

Financial	P&L Management & Budget Control Revenue Optimisation Cost Reduction
Operations	Multi-Unit Hotel & Resort Operations Luxury F&B Management Food Cost Optimisation
Leadership	Turnaround Management Team Building & Training Crisis Management
Compliance	SOP Development FSSAI HACCP USPH ServSafe
Strategic	Vendor Negotiation Pre-Opening & Refurbishment Contract Administration
Innovation	AI-Powered Operations Process Automation Guest Experience Enhancement

PROFESSIONAL EXPERIENCE

General Manager — Resort & Café Operations | *Nandi Hills Resort & Café, Bangalore* | Jan 2024 – Sep 2025

- Directed end-to-end resort and café operations with full P&L accountability, managing 30+ workforce
- Oversaw property maintenance, guest services, and F&B operations in boutique resort environment
- Implemented AI-assisted operations tools to streamline SOPs, reporting, and guest communication

Director of Operations | *The Ofen Bakery-Bistro, Hyderabad* | Nov 2022 – Jan 2024

- Managed daily operations for high-volume bakery-bistro, focusing on profitability optimisation and product quality standardisation
- Streamlined supply chain and production workflows, enhancing margins and reducing operational costs

- Developed and enforced SOPs across all service and production areas ensuring brand consistency

Multi-Unit Operations Manager | *Klay WorkZ Barista, Bangalore* | Apr 2020 – Oct 2022

- Managed dual-location café operations, standardising SOPs for service consistency and operational efficiency
- Established HACCP-based food safety protocols achieving 100% compliance audit scores across both locations

General Manager — Multi-Unit F&B & Resort Operations | *Premium Hospitality & F&B Brands, India* | 2018 – 2020

- Held full P&L ownership across multiple premium hospitality concepts with combined revenues exceeding ₹8Cr+
- Led cross-functional teams of 30+ staff across multi-unit F&B and resort operations
- Implemented HACCP-based safety systems and FSSAI compliance frameworks across all units

Operations Manager — International Cruise Lines | *Global Routes (USA, Bahamas, Caribbean)* | 1993 – 2019 (20 Years)

- Oversaw multi-outlet F&B operations for premium US cruise brands managing revenues exceeding \$250,000 per voyage
- Led shipboard teams of 100+ crew members across restaurants, bars, and galley operations
- Acted as project leader for dry dock refurbishments and pre-opening new builds
- Maintained full compliance with USPHS sanitation standards and maritime safety regulations
- Delivered consistent guest satisfaction improvements across 20+ years of continuous service

Restaurant Operations Manager | *United States (Multi-location)* | 2007 – 2013

- Directed high-volume restaurant operations from pre-opening setup through full operational maturity
- Managed staffing, training, and financial performance across multiple US restaurant locations

Hospitality Manager — 5-Star Hotel Properties | *Ramada & Meridien Hotels, Middle East* | 2002 – 2007

- Managed F&B and rooms operations within luxury 5-star hotel environments across the Middle East
- Delivered guest satisfaction improvements while controlling operational costs in high-standard environments

EDUCATION & CERTIFICATIONS

- AI for Business Operations — OUTSKILL, 2024
- AI-Driven Process Automation — B10X Executive Workshop, 2024
- F&B Management & Cost Controls — American Hotel & Lodging Educational Institute (AH&LA), USA
- Food Safety Management — ServSafe Certification, USA
- Public Health & Sanitation — USPHS Training, Johnson & Wales University, USA
- Safety & Hygiene Compliance — FSSAI & Occupational Safety Training, India
- Secondary Education (SSC) — St. Joseph's Indian High School, Bangalore

ADDITIONAL INFORMATION

Languages	English (Fluent) Hindi (Intermediate) Tamil (Conversational) Kannada (Conversational)
Mobility	Fully authorised and willing to relocate for Pan-India or International leadership roles
Nationality	Indian