

# Manoj G. Nair (C.H.F.E)

## Facilities Manager



**A Senior result-driven professional, offering expertise in spearheading entire Building Facilities Operations entailing Project Management, Asset Management, Quality & Safety management, Compliances, Operations & Maintenance; targeting senior-level assignments with an organization of high reputation**

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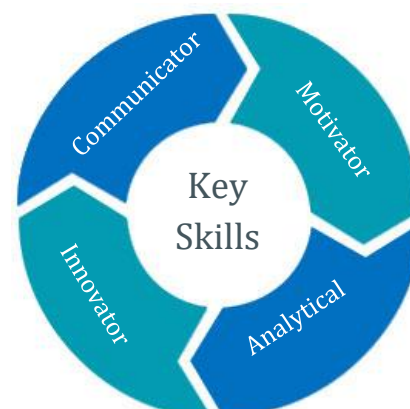
Location Preference: GCC countries | Southern India

## Executive Profile

- A Strategic professional offering 18 years of rich & extensive experience in Facility & Project Management, Risk Management, Contract Management, Maintenance Management activities involving budgeting, asset management, interior Fit-outs, Layouts, safety & firefighting, Predictive, Preventive & Reactive maintenance of the facility across the Hospitality and Property Developers
- Expertise in analysing existing design, erection & commissioning systems /procedures, preparing annual operating plans/budgets and designing internal control systems to facilitate effective decision-making
- Executed the strategy & plans for F&B/Hotel business operations, Hard & Soft FM services; drove operations that led to an increase in turnover & profitability
- **P&L Driver & Revenue Accelerator:** Drove the operations for the organization, employed a pragmatic approach and catapulted the profits
- **Excellence in implementing stringent security systems / measures to establish and maintain high security & safety standards** in compliance with the prescribed statutory norms
- Possess strong sense of aesthetics, an eye for colour and detail, a sense of balance and proportion and an appreciation for beauty
- Gained rich maintenance management exposure across **Room & building management system, HVAC system, swimming pools, Boilers, Diesel Generators, Emergency system, landscape and irrigation systems**
- **Established healthy relations in liaising with government agencies & bureaucrats** along with proven skills in man management
- Expertise in planning and effectuating maintenance activities of Security Systems & Property Management Systems (**planned, PPM and emergency/ breakdown**) for ensuring zero / minimum breakdowns as well as maximum availability of the infrastructure
- **Capable of formulating and implementing the business development & growth strategy**, restructuring operations and introducing important measures to bring in profitability, coordinating for the resource needs for areas of responsibility, including **reviewing and approving annual budgetary recommendations**, preparing variance analyses of revenues and expenses
- **Optimized the complete Hotel facility administration operations;** executed quality improvement programs to ensure cost-effective facility operations
- **Executed multiple projects and hotel preopening including Cove Beach Abu Dhabi, Hamac Dubai Mall, Sthan Restaurant, India Palace, Landmark Corniche Hotel, Landmark Grand Hotel & Ramada Deira Hotel**
- **Enhanced quality of the Administrative functions such as Signage, Housekeeping, Parking & Interim Inspections**
- **Monitoring Compliance with policies and standards**
- **An effective communicator with strong relationship management skills** with the capability to relate to people at any level of business and management; possess excellent analytical and negotiation skills

## Key Impact Areas

Customer Service	Projects Planning & Contract Management
Advisory & Recommendations	Strategic Planning & Leadership
Government Liaising & Coordination	Budgeting, Expenditure & Cost Reduction
Facilities Management & Sustainability	Assets Management & Operations



## Training/Certification/Workshops

- Lean Six Sigma Green Belt
- PRINCE 2 Methodology
- Leading Projects
- HACCP Level 3, certification from Dubai Municipality
- Fire Marshal Training from Dubai Civil Defense
- Energy Saving Workshop from Dubai Electricity & Water Authority (DEWA)

## Education & Credentials

- Bachelor's Degree in Electrical & Electronics Engineering-Indian Engineering College, MS University of Tamil Nadu, India. - 2002
- Certified Hospitality Facility Executive (CHFE)- American Hotels & Lodging Education Institution (AHLEI) in 2015
- Certified Facilities Manager (IFMA) - Undergoing

## Career Timeline



## Professional Experience

AMZ Group as Group Facilities Manager	June'20 – Till Date
<b>Core Competency Roles</b>	
<ul style="list-style-type: none"> <li>Ensuring the facilities meet <b>strategic facilities planning, maintenance management &amp; project management</b>.</li> <li>Implementing stringent <b>safety standards security systems and ensuring compliance with regulations and laws</b>.</li> <li>Ensure the commercial properties and staff accommodations <b>PPM, safety audits</b> including <b>risk assessments</b> are carried out at regular intervals.</li> <li>Create and update <b>KPIs</b> and <b>SLA</b> of the FM team and service providers as per <b>SLR</b> of the client.</li> <li>Assisting procurement team for preparing <b>tender documents</b> for the Hard &amp; Soft <b>comprehensive contracts</b>.</li> <li>Ensure the <b>strategic facility plan</b> is developed to <b>facilities master plan</b> and implementing the goals by the <b>tactical plans</b>.</li> <li>Effective vendor management t</li> <li>Reviewing and approving annual budgetary recommendations, preparing <b>variance analysis of revenues and expenses</b> as per the designed <b>life cycle cost</b>.</li> <li>Review and update contracts with service providers and ensure various services required for the community facilities are procured and finalize contracts with the service providers</li> <li>Defining team structure and roles, assigning individuals for the <b>Hard &amp; Soft Facility Management</b></li> <li>Managing interfaces on site between contractors and implement <b>Quality Control and HSE procedures</b> at site</li> <li>Implement HSE culture within the team and ensure training are provided on designed time frame</li> <li>Preparing <b>Facilities budget and monitoring expenditure, designing and planning workstations</b>.</li> <li>Ensuring <b>technical &amp; team support</b> to the property for the day to day business operations, <b>mitigate risk and ensuring the facilities meet the needs of the client and staff</b>.</li> <li>Reviews and guides periodically FM department in upgrading the existing process, procedures and templates to improve the standards to benchmark with international standards.</li> <li>The quality of <b>preventive &amp; reactive maintenance</b> for the <b>commercial buildings</b> and <b>staff accommodations</b> are audited and intervene if necessary using spot checks through surprise checks or by system check (<b>CFMS</b>)</li> <li>Experience in maintaining and managing technical ( <b>Hard &amp; Soft</b>) services and <b>building automation system (BAS)</b> with a expert working experience in <b>Integrated work management system (IWMS)</b></li> </ul>	

### Project/ Assignments:

- Cove Beach Club, Dubai
- Cove Beach Club, Abu Dhabi (From Pre-Opening)
- Branded Retail Outlets (Hamac, Vilebrequin, Havaianas)- 20 outlets

SFC Group of Hotels & Restaurants LLC, as Engineering Manager	May'17 – May'20
<b>Role:</b>	
<ul style="list-style-type: none"> <li>Ensuring the basic facilities assets are well-maintained &amp; serviced as per standard procedures.</li> <li>Establishing new standard operating procedures for engineering works, <b>proactive &amp; planned preventive maintenance</b>, annual planning and capital expenditure</li> <li>Spearheading planning for resources, manpower deployment &amp; rendering technical support; ensuring the execution of projects within <b>time, quality, cost &amp; budgetary parameters</b></li> <li>Interacting &amp; negotiating with <b>contractors and consultants</b> related to architectural, facility and interior design of hotel &amp; restaurant projects and ensuring that all projects are progressing in accordance with the plan</li> <li>Overseeing any renovations, refurbishments and building projects</li> <li>Ensuring that facilities meet <b>strategic facilities planning, compliance standards &amp; government regulations</b></li> <li>Advising businesses on measures to improve the efficiency &amp; <b>cost-effectiveness</b> of facility</li> <li>Reviewing &amp; commenting on preliminary project concepts and any amendments with regards to Master Planning, Site infrastructure</li> <li>Managing interfaces on site between contractors. Implement Quality Control and HSE procedures at site</li> <li>Monitoring progress through regular inspection during construction phase relating to life <b>safety, MEP, kitchen layout &amp; general</b> construction quality in compliance with local authority safety standards</li> <li>Providing effective leadership, coaching and direction to project engineers &amp; team leaders and their teams to ensure successful execution of strategic goals, tactics, and initiatives for sustainability</li> <li>Partnering with hotel leadership team and business operators to assist in developing planning processes for property and divisional projects to ensure alignment on strategic goals and tactics, financial objectives, and organizational priorities</li> <li>Facilitating collaboration between departments and divisions and their leadership teams throughout project lifecycles</li> </ul>	

- Collaborating with company subject matter experts to gain key insights, comments, and direction to ensure development projects deliver highly functional units
- Ensuring effective training given to team leaders and technical staffs related to kitchen equipment, HVAC systems
- Developing a team-based learning work environment along with the appropriate structure
- Ensuring compliance with company policies, legal requirements and collective bargaining agreements

#### Project/ Assignments:

- The chain of Hotels consists of following Hotels:
- Avenue Hotel, Deira
- Southern Fried Chicken Fast Food Outlets (20 outlets), UAE
- India Palace Restaurants, (17 outlets), UAE
- Southern Food & Catering Service ( 3 outlets), UAE

**Projects:** Sthan Restaurant, India Palace – AL AIN, Dubai Mall, SFC –HAMDAN, KMT, 49ERS

**Period:** Jul'17 – Jan'20

**Location:** Dubai

**Role:** Project In Charge

**Responsibilities** Space allocation, architectural, interior design reviewing, HVAC design, Kitchen equipment designing & Implementation, Local Authority approvals, Trainings related to Health & Fire Safety.

#### Landmark Hotels & Suites, (Dubai, Jeddah, Fujairah) as Projects Chief Engineer (CHFE)

Mar'15 – Apr'17

##### Role:

- Identified & selected consultant & professionals for the owner's development team
- Organized programs to assist the team in project planning & coordinate meeting with **architects, interior designers, engineers and consultant**
- Led engineering team for managing the **hotel projects, analysis, strategic planning and evaluation of key business drivers** in the hotel division
- Negotiated with contractors & consultants related to architectural, facility and interior design of hotel & ensuring that all projects are progressing in accordance with the plan
- Established new standard operating procedures for engineering works, preventive maintenance, annual planning & capital expenditure
- Reviewed & commented on preliminary project concepts and any amendments with regards to Master Planning, Site infrastructure, basement, public area and room floor plan. Serviced apartment designs, back of house plans and preliminary architectural & technical specifications
- Supervised contractors work progress on site and monitor adequacy of resources and equipment
- Conducted regular progress inspection during construction phase relating to life safety, **MEP, kitchen layout & general construction quality in compliance with Landmark Hotel standards**
- Provided effective leadership, coaching & direction to managers and their teams to ensure successful execution of strategic goals, tactics, and initiatives
- Collaborated with hotel leadership team and business operators to assist in developing planning processes for property and divisional projects to ensure alignment on strategic goals and tactics, financial objectives, and organizational priorities
- **Monitored & assisted in facilitating** all hotel division phases of implementation
- Checked and reviewed handover documentation including **statutory permits, completion certificates, O&M manuals, as built drawings**

#### Landmark Hotels & Suites, Dubai as Group Chief Engineer

Dec'05 – Mar'15

- Led a team of 45 employees with the responsibility of Planning & effecting preventive maintenance schedules of various equipment's and services of the hotels, to render trouble free operation, efficiency & economy of hotel operations

##### Highlights:

- Successfully completed the projects and handed Over the Ramada Deira Hotel, Landmark Grand Hotel, Landmark Suites Ajman Hotel well ahead of the time frame from the owner's side.
- The chain of Hotels consists of following Hotels:
- Landmark Grand Hotel, Dubai (From Pre-opening)
- Landmark Hotel Baniyas, Dubai
- Landmark Plaza Hotel Baniyas, Dubai
- Ramada Deira Hotel (From Pre-Opening onwards)
- Landmark Suites Jeddah (Pre- opening Project)
- Landmark Corniche Hotel (Fujairah From Pre-Opening)
- Landmark Suites, Ajman (From Pre-Opening)

#### Key Projects:

- **Project:** Landmark Corniche Hotel

**Period:** Jul'15 –Jan'17

**Location:** Fujairah

**Role:** Project Manager

**Responsibilities:** Coordinating with consultant for electrical, CCTV, plumbing, room furniture for 241 room hotels. Civil Defense, Tourism inspection handling and getting approvals. Implementing Wyndham Standards in the hotel. Reviewing the architectural & interior design as per hotel standards.

- **Project:** Landmark Grand Hotel

**Period:** Jan'09 – Sep'11

**Location:** Dubai

**Role:** Chief Engineer (From Pre-Opening)

**Responsibilities** Space allocation, architectural, interior design reviewing, kitchen equipment layout, laundry facility, HVAC, MEP system reviewing and discussion with contractors to ensure work done as per hotel standards.

- **Project:** Ramada Deira Hotel (Wyndham Group)

**Period:** Apr'11 –Oct'12

**Location:** Dubai

**Role:** Chief Engineer (from Pre-Opening)

**Responsibilities:** Coordinating with consultant for electrical, CCTV, plumbing, room furniture for 175 room hotels. Overseeing contractors work quality and compliance with design documents and codes. Conduct regular progress inspection during construction phase relating to life safety, MEP, kitchen layout & general construction quality in compliance with Wyndham Standards

**Ramee Group of Hotels & Apartments, Dubai**

**Jun'03 – Dec'05**

**As Maintenance In-Charge**

- Led end-to-end facilities activities, schedules, inspections and preventive maintenance operations of hotel & property systems consisting of **600 rooms, 4 ball rooms, 8 Banquet Halls, 10 Specialty Restaurants**
- Implemented **Hazard Analysis & Critical Control Points (HACCP)**, in compliance with the **Dubai Municipality regulations**, establishing systematic preventive approach to food safety from biological, chemical, & physical hazards during production processes
- The chain of Hotels consists of following Hotels:
  - Regent Palace Hotel, Dubai
  - Regal Plaza Hotel, Dubai
  - Regent Beach Resort, Dubai
  - Ramee Hotel Apartments, Dubai

## IT Skills

- Microsoft Word, Excel
- Microsoft Projects
- AutoCAD Knowledge
- PowerPoint



## Personal Details

**Date of Birth:** 07<sup>th</sup> December 1980| **Languages Known:** English, Hindi, Malayalam & Tamil

**Passport No.:** T8142884 | **Address:** Rashid Bakit Tower, Al Qhusais, Dubai.

**Driving License:** Having UAE Driving License