

Manager - Lounge Strategy and Commercials

Location: Gurugram | **Aug 13, 2026**

Job Description

A. Job Purpose

Develop and execute the long-term strategy for airline lounges and hospitality services, including expansion, site selection, design, amenities and experience standards. Plan and manage annual lounge commercials, optimise costs and maintain service quality.

B. Key Accountabilities

- Develop lounge expansion and improvement strategy aligned with customer experience and brand objectives.
- Evaluate market demand and identify priority locations for new lounge development.
- Negotiate lease and partnership agreements with airports and lounge partners using market insights and benchmarks.
- Lead projects improving operational efficiency, lounge development and customer experience.
- Define consistent standards for F&B, amenities, design and service delivery across Air India and partner lounges.
- Establish and monitor service standards and partnership performance through regular reviews and MIS.
- Manage 100+ partner lounge contracts and ensure commercially favourable terms.
- Prepare budgets and forecasts, identify cost efficiencies and control expenditure without affecting customer experience.
- Stay updated on industry trends, hospitality practices and emerging technologies to drive innovation.
- Undertake additional responsibilities or projects assigned from time to time.

C. Skills Required

Planning and project management; analytical skills; customer centricity; stakeholder management; leadership; communication; and negotiation skills.

D. Key Performance Indicators

Customer Experience: CSAT, NPS and service quality.

Business Expansion: New lounge openings, initiatives and consistency of service delivery.

Operational Efficiency: Lounge utilisation, budget adherence and cost optimisation.

E. Key Interfaces

Internal: CX teams for customer insights, feedback and experience alignment.

External: Airport operators, contractors, suppliers and lounge partners for leases, construction, design, operations and materials.

F. Educational and Experience Requirements

Bachelor's degree in Business Administration, Hospitality Management or a related field. Master's degree preferred. 8–10 years of experience in business strategy, project management or hospitality management, preferably in the airline or hospitality industry. Candidates should have strong project management capability and experience delivering complex projects on time and within budget.

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