



# Samrat Chakraborty

Curriculum Vitae (CV)

## What job i'm looking for? My positive points

General Manager, Lodge Manager, Camp Manager/Boss, Operation Manager, Food & Beverage Director/Manager at Hotels, Resorts, Lodge, Camps, Restaurants.

I am a Hospitality Industry professional with significant cross functional experience(16+ Years) in the realm of Client Relationship Management / end to end Hotel Operations - Administration / Food & Beverage / Sales & Marketing business striving to be a key player in achieving organizational objectives in the International Market. Currently working with Stella Hotel 4\*Dlx-(Bathinda, Punjab, India), India as a General Manager-(Modern Decorated Rooms-(Including, Deluxe, Executive Suites, Royal Suites), 03Restaurants-(Including 01 Multicuisine Restaurants, Roof Top Restaurant, 01Coffee Shop), Bar, 04 Banquets Halls-(Apprx 50 to 350 Pax Capacity), Terrace Swimming Pool with Open Air Terrace Lawn -(Apprx 50 - 75 Pax Capacity), American Gold Gym, Ample Parking Space.

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|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Preferred occupation    | Hotel managers<br>Hotel jobs                                                                                                                                         |
| Preferred work location | Modjadji / Duiwelskloof<br>Limpopo<br><br>Johannesburg<br>Gauteng<br><br>Durban City<br>KwaZulu-Natal<br><br>Hazyview<br>Mpumalanga<br><br>Wesselsbron<br>Free State |

## Contacts and general information about me

|                      |                                                                                |
|----------------------|--------------------------------------------------------------------------------|
| Day of birth         | 1975-12-05 (50 years old)                                                      |
| Gender               | Male                                                                           |
| Residential location | Kolkata<br>Western Cape                                                        |
| Telephone number     | Information is available only for registered users.<br><a href="#">Sign in</a> |
| Email address        | Information is available only for registered users.                            |

**Work experience**

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| Working period                     | <b>nuo 2019.03 iki dabar</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Company name                       | "Stella Hotel"(Formerly known as Best Western Plus Stella Hotel), Bathinda, Punjab. India.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| You were working at:               | Hotel managers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Occupation                         | General Manager - Hotel Operation & Administration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| What you did at this job position? | <p>* Laid down the systems and procedure in the entire hotel. *</p> <p>Kept control over the expenses and increase the GOP by 7% *</p> <p>successfully achieved the financial year target and achieved the GOP of 42% *</p> <p>Started in house Personal Relation party on a every Saturday to meet all esteemed guest. *</p> <p>Streamed the rate policy of the corporate. *</p> <p>Streamed the credit policy. *</p> <p>Developed a result oriented team. *</p> <p>Enhance the occupancy &amp; ARR by using revenue management skills. *</p> <p>Developed more RFP accounts for the current financial year. *</p> <p>Started Guest Satisfaction Index-(GSI) for Rooms &amp; F&amp;B for keeping a track of guest satisfaction. *</p> <p>Memorable Moment of my life in this hotel. During 2019 Parliamentary Election Campaigning I was the member of Hon'ble PM Servicing Group member from PMO during his Campaigning in Bathinda Loksabha Constituency for Harsimranjeet Singh Kaur. *</p> <p>Presenting Monthly Performance reports and P &amp; L report in Monthly Review Meeting with Board of Directors. *</p> <p>Taking Monthly Review Meeting with all Department Managers regarding Monthly Performance and P&amp;L status from all respective outlets. *</p> <p>Presenting projected marketing and promotional plans to achieve provided budget and to boost overall outlet performance. *</p> <p>Guiding operational and marketing team in planning and generating new ideas to promote brand value, new mutually beneficiary customer satisfaction programmes to generate additional revenues. *</p> <p>Having outlet review P&amp;L status and performance every ten days. *</p> <p>Describing, Monitoring and Analyzing Organizational KPI's (Key Performance Indicators) for Individuals including Operation managers and other senior Team members. *</p> <p>Setting up and Guiding operation managers and team members on achievement plan against the targets provided. *</p> <p>Taking P&amp;L review meeting every ten days with core team members including Operation Manager/General manager, Executive Chef &amp; core team of the respective outlet. *</p> <p>Conducting Monthly meetings with Sales and Operations team, Outlet Managers and Supervisors regarding Outlet performance and Operational Standards, with Stores &amp; Accounts team, with Maintenance team and Brain storming session with the respective core team. *</p> <p>Conducting hygiene rounds in coordination with Operation Manager, Executive Chef and Hygiene and Sanitation Manager. *</p> <p>Coordinating with training department in providing development training programmes to senior management and supervisory team members. *</p> <p>Providing updated monthly staffing from respective outlets and coordinating with HR department in interviewing required candidates. *</p> <p>Setting up new outlets in coordination with Project team as per organizations expansion plan. *</p> <p>Responsible Maintains quality service by establishing and enforcing organization standards. My Core Competencies include :</p> <p>* Strategy Planning : Devising and implementing optimum strategies to ensure top line and bottom line profitability with key emphasis to develop business through new accounts and service the existing clients. *</p> <p>Business</p> |

Operations : Ensuring operational efficiency of the highest standards in various departments - Room Service, House Keeping, F&B, Banquets, Front Office, Guest Operations through the best training and overseeing adherence to all the norms. ( Legal, Industry ) \* Marketing : Overseeing the formulation of best marketing strategies with emphasis of segmenting and targeting the potential guest. Escalating brand visibility through implementing promotional strategies and personal relation skills. \* CRM : Ensuring high quality service to the clients for maximum customer experience and delight in all the satisfaction parameters. ( Time, quality, food service, arranging meeting, conferences, entertainment etc. ) \* HRM : Identifying the human resource requirements and initiating the requirement process ensuring the best fit. Managing the imparting the best training to deliveries of the highest standards towards employee. And many more..

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| Working period                     | <b>nuo 2018.03 iki 2019.03</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Company name                       | “BABA Resort”(Formerly known as Victoria Continental Inn),Kasauli, Himachal Pradesh, India.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| You were working at:               | Hotel managers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Occupation                         | General Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| What you did at this job position? | <p>* Specialty in Occupancy , ARR &amp; Revenue Par Improvement . * Hospitality Operation &amp; Catering Management. * Financial Budget &amp; Implementation * P &amp; L Financial Reporting . * Sales &amp; Marketing , Business Development . * High Leadership &amp; Strategy planning . * Program Design and Implement for sales &amp; MKT . * Off season &amp; Peak Season sales Promotion . * Digital Marketing &amp; Telemarketing. * Booking Engine and search Engine Optimization. * Channel Partner development for Business. * Public Relation , Media &amp; Press . * Develop &amp; Implement yearly sales goal . * Travel Agent , Govt Office , Tourism and Corporate relation . * Event Management &amp; Travel Mart . * Guest Service &amp; Relation Building . * Achieve Market Share &amp; Revenue Goal . * Corporate Tie up &amp; Business Set up . * Revenue Management &amp; MIS . * Food Festival &amp; Promotion . * Hotel Branding &amp; Advertisement. * Training &amp; Development. * Profit Centre Operation ,Management &amp; Business Development . * Manpower Management &amp; Development. * Upcoming Project &amp; Renovation. * Develop SOP for all department of Hotel. * Cost control Material Management. * Develop Hotel Quality and HACCP . MY OBJECTIVES : To create value and recognition on work place by producing the best result for the organization through synchronize and hard work in this competitive environment discharging all my professional skills. And More...</p> |

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| Working period                     | <b>nuo 2016.10 iki 2018.01</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Company name                       | "The MSG Resort"(Formerly known as SMG Hotels & Resorts),<br>Hisar-Sirsa, Haryana, India.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| Occupation                         | Assistant General Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| What you did at this job position? | <p>* Responsible for the overall management of the operation of the Hotel/Resort</p> <p>* Ensure the premises are in operative condition as per category of the unit to receive &amp; serve the guests</p> <p>* Conduct regular operations team meeting with all the HOD daily / weekly to discuss routine operational matters, sales targets, GSTS feedbacks / RSTS feedbacks and action taken for service recovery, and also any staff issues.</p> <p>* Monitor the co-ordination between all departments for smooth &amp; efficient operations.</p> <p>* Assessing and reviewing customer satisfaction and service recovery process.</p> <p>* Providing timely and constructive feedback to all direct reports as and when required either formally or informally.</p> <p>* Fully responsible for all aspects of all departments.</p> <p>* Ensure the premises are in operative condition as per category of the unit to receive &amp; serve the guests</p> <p>* Ensure SOP implementation in all departments and check the same during routine operational checks.</p> <p>Consultant /GRM guidance to be taken wherever required.</p> <p>* Monitor the purchase / indent / requisitions of each department, the accounts receivable (collection from debtors) and the accounts payable (payable to the vendors / suppliers etc)</p> <p>* Randomly inspecting the stores (F &amp; B / Kitchen) to check the stock in hand (quality, par stock levels, expiry etc) with the F &amp; B Manager &amp; Chef.</p> <p>* Monitor the co-ordination between all departments for smooth &amp; efficient operations.</p> <p>* Assessing and reviewing customer satisfaction and service recovery process.</p> <p>* Providing timely and constructive feedback to all direct reports as and when required either formally or informally.</p> <p>* Monitor and maintain operation &amp; overhead cost in order to maintain maximum revenue to the organization..</p> <p>* Responsible for the overall management of the operation of the hotel.</p> <p>* Monitor DPR report Daily Bases and review authentication of A/C transaction. And More..</p> |

### Education

|                           |                                                                      |
|---------------------------|----------------------------------------------------------------------|
| Educational period        | <b>nuo 2001.01 iki 2004.04</b>                                       |
| Degree                    | Professional Qualification                                           |
| Educational institution   | Institute of Technology And Management, Kolkata-(Calcutta),<br>India |
| Educational qualification | Having 03 Years Diploma in Hotel Management                          |
| I could work              | As General Manager                                                   |

### Languages

| Language | Speaking level | Understanding level | Writing level |
|----------|----------------|---------------------|---------------|
| English  | fluent         | fluent              | fluent        |
| French   | basic          | basic               | do not know   |

### Computer knowledge

Microsoft Excel, Microsoft Office Word, Microsoft Power Point, Opera Software, IDS Software, INTAP Software

### Conferences, seminars

Completed 06 Months Hotel Management Industrial Training from the hotel, The Golden Park, Kolkata, India

### Recommendations

|                  |                                                                                       |
|------------------|---------------------------------------------------------------------------------------|
| Contact person   | Mr. Satish Kaul                                                                       |
| Occupation       | Ex. General Manager                                                                   |
| Company          | Ex. General Manager of Country Inn & Suites by Carlson, Katra(Jammu & Kashmir), India |
| Telephone number | +919888928288, +918700879396                                                          |
| Email address    | satishkaul55@yahoo.co.uk                                                              |
| Contact person   | Mr. Ranjit Choudhury                                                                  |
| Occupation       | Ex. F.O.M.                                                                            |
| Company          | Best Western Hotel Madhuban, Dehradun, India / Presently Famous Actor in Bollywood    |
| Telephone number | +918250871221, +918879707137                                                          |
| Email address    | ranjitchoudhary92@gmail.com                                                           |

### Additional information

|                          |                                                      |
|--------------------------|------------------------------------------------------|
| Your hobbies             | Fond of Listening Music and Fond of Reading Magazine |
| Driver licenses          | None                                                 |
| Salary you wish          | 16,500 R per month                                   |
| How much do you earn now | 16,500 R per month                                   |