

Dipankar Bhattacharya

Mobile: +91 97327 41556

E-Mail: dipankar.hotelier@gmail.com

LinkedIn Profile: uk.linkedin.com/pub/dipankar-bhattacharya/47/699/631

Skype Name: dipankar.bhattacharya2012

Address: 77 Pratiraksha Nagar, Birati, Kolkata-51



OBJECTIVE

- A dynamic and self - motivated professional, looking for a challenging career in the field of Hospitality Management with multifaceted skills and be an invaluable asset to the organization

SUMMARY

- Hospitality professional, **with an experience of almost 12 years** with expertise in **Guest Service, Hotel Operations, Customer Retention & Supervision**
- Actively support the goals of the department as well as the company, as a whole, to ensure high quality and consistent service.
- Currently working at **The Sonnet, Kolkata, India**, a 4 Star Hotel as an **Assistant Front Office Manager**
- Worked with **Monotel Hotel Kolkata, India**, a 4 Star Luxury Business Hotel, as an **Assistant Front Office Manager**.
- Worked with **Holiday Inn Express, UK**, as a **Duty Manager/ Guest Services Manager** until **31st May 2014**.
- Ability to display a warm and hospitable attitude at all times, even when dealing with intoxicated guests, irate customers and insubordinate staff
- Maintain hotel standards, policies & procedures, prioritize and organize work assignments
- Creative & analytical problem solver with good communication skills having ability to maximize profits and motivate staff; Completely understand & adhere to established sequence of service
- Highly effective with problem solving skills and risk assessment, handling customer grievances efficiently

AVAILABILITY

- Ready to relocate immediately
- Do not have a bond with current employer

SKILL SET

- | | |
|---------------------------------|---------------------------------|
| • Guest Relationship Management | • Policies & Procedures |
| • Team Management | • Service Excellence |
| • Facilities Management | • Sanitation / Safety Adherence |
| • Quality Control | • Excellent Customer Service |
| • Creative Problem Solving | • Visionary Leadership Skills |

LANGUAGE SKILLS

- Fluent in English

GLOBAL EXPOSURE

- Worked as Duty Manager/ Guest Services Manager until 31st May 2014 in UK
- Completed Masters and Graduation from London, UK

EDUCATION

- **M.A in Hospitality Management**, University of West London, UK - 2010
- **P.G. Diploma in Hospitality Management**, University of West London, UK - 2009
- **Graduate Certificate in Hospitality Management**, University of West London, UK - 2008
- **Bachelor's Degree in Commerce**, Indira Gandhi National Open University, India - 2004

WORK EXPERIENCE

Assistant Front Office Manager

The Sonnet (Regent Resorts & Properties Pvt. Ltd.)

Nov 2019 – Present

The Sonnet is a unique 4 Star property in Salt Lake, Kolkata. It has an inventory of 64 Rooms.

- Train and cross-train all front office personnel
- Participate in the selection of front office personnel
- Schedule the front office staff
- Supervise workload during shifts
- Maintain working relationships and communicate with all departments
- Maintain master key control
- Verify that accurate room status information is maintained and properly communicated
- Resolve guest problems quickly, efficiently and courteously
- Receive information from the previous shift manager and pass on the relevant details to the oncoming manager
- Check cashiers in and out and verify banks and deposits at the end of each shift
- Wear the proper uniform at all times. Monitor that all front office employees wear proper uniforms at all times.
- Maintain and upkeep the hotel's commitment to hospitality
- Ensure implementation of all hotel policies and house rules
- Ensure that proper logging and delivery of all messages, packages and mail is done in a timely and professional manner
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests, managers and other employees
- Monitor all V.I.P's special guests and requests
- Review daily front office work and activity reports generated by Night Audit
- Review Front office log book and Guest feedback forms on a daily basis
- Perform duties as requested by management.

Asst Front Office Manager

Monotel Hotel, Kolkata India (A unit of Mono Orion Foods India Pvt. Ltd) June 2015 – July 2019

A Luxury Business Hotel with an inventory of 109 Rooms, located in Kolkata.

- Analyze and Review Customer Satisfaction (Guest Feedback, Social Media Review).
- Analyze and Review Financial Performance (Up selling, Room Revenue optimization).
- Show Initiative towards the job , Solve any problems related to Front Office, Train Staff, Lead the Front Office Team.
- Manage and motivate the Front Office team in order to provide a high standard of service for guests.
- Welcome guests and encourage customer loyalty through professionalism and hospitality.
- Develop quality relationships with guests throughout their stay.
- Handle any guest complaints or complicated situations that cannot be settled directly by team members and provide solution.

- Organize and supervise guest arrivals and departures with the duty managers.
- Provide high level of customer service and maintain a high profile in the day to day front office operations.
- Ensure that personalized service is offered to each and every guest.
- Ensure that the proper room tariff for Corporate guests and leisure guests are implemented and internal audit procedures are duly applied.
- Supervise the management of debtors (Bill to Company invoices), group and individual guest invoicing and cash operations.
- Ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.
- Review arrival list for all arrivals and VIPs to check room allocations, amenities and special requests.
- Prepare monthly and daily revenue report and circulate to all HOD's.
- Prepare Room revenue and occupancy forecast and take action on rate strategies.
- Take active participation in recruitment of new team members for front office.
- Integrate and train employees, providing support for skills development.
- Ensure that all front desk employees are well presented (uniforms, personal hygiene etc), and also punctual.
- Ensure that the workplace remains clean and tidy
- Ensure team members have current knowledge of hotel products, services, facilities and amenities, pricing and policies and knowledge of the local area and events.
- Make sure that the hotel's pricing policy and sales pitches are duly applied in order to optimize REVPAR
- Have a good knowledge of all systems and standard operating procedures of front office.
- Ensure that guest documentation and information is available and up-to-date.

Front Office Manager

Sodexo Food Solutions India Pvt. Ltd (Onsite: Jamnagar, Gujarat)

Sept 2014 – Feb 2015

Deputed as Front Office Manager in Reliance Guest House, "The Residency" with an inventory of 164 Rooms.

- Train and cross-train all front office personnel
- Participate in the selection of front office personnel
- Schedule the front office staff
- Supervise workload during shifts
- Maintain working relationships and communicate with all departments
- Maintain master key control
- Verify that accurate room status information is maintained and properly communicated
- Resolve guest problems quickly, efficiently and courteously
- Update group information. Maintain, monitor and prepare group requirements. Relay information to appropriate personnel.
- Receive information from the previous shift manager and pass on the relevant details to the oncoming manager
- Check cashiers in and out and verify banks and deposits at the end of each shift
- Conduct regularly scheduled meetings of front office personnel
- Wear the proper uniform at all times. Monitor that all front office employees wear proper uniforms at all times.
- Maintain and upkeep the hotel's commitment to hospitality
- Ensure implementation of all hotel policies and house rules
- Ensure that proper logging and delivery of all messages, packages and mail is done in a timely and professional manner
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests, managers and other employees
- Monitor all V.I.P's special guests and requests
- Review daily front office work and activity reports generated by Night Audit
- Review Front office log book and Guest feedback forms on a daily basis
- Maintain an organized and comprehensive filing system with documentation of purchases,

- vouchering, schedules, forecasts, reports and tracking logs
- Perform duties as requested by management.

Duty Manager/ Guest Services Manager

Holiday Inn Express, Hammersmith

Jul 2007 - May 2014

A 135 Room inventory Hotel located in Central London, UK

- Manage tasks of posting and balancing charges and settlements for room service and facilities
- Ensure that all charges of the day have been properly posted to appropriate guest folio/ master account
- Accountable for all miscellaneous and front office charges as well as adjustments have been posted and balanced out
- Ensure that all the charges of the guest have been balanced and appropriate reports have been run and all supporting documentation is attached to the appropriate report
- Handle the tasks of preparing and distributing managers' report on a daily basis
- Responsible for balancing guest ledger entries of the hotel, comprising of room service charges, room charges and call charges of the guest
- Perform responsibilities of maintaining files and resetting systems for the next day's operations
- Closing and balancing all room accounts, counting and balancing cash and credit card receipts
- Make adjustments or corrections to accounts as required
- Handle various computer audit report and filling in for the front desk clerk as needed
- Ensure that the hotel standards for guest services and work habits are met
- Responsible for handling guest requests and ensure that appropriate actions have been taken
- Providing assistance to the customers with resort's amenities and services
- Accountable for the check - in & out procedures and collecting payments
- Distributing guest and staff mail and messages as necessary
- Assisting the guest reservations and executing the proper functions of the reservation system
- Coordinating with the internal department processed the requests of the clients

Commis Waiter

Rasoi Vineet Bhatia

Oct 2006 - Jun 2007

- Delivered outstanding food and beverage service to customers
- Greeted all guests, using the guests' name as often as possible
- Taking orders from guests and offering advice on the menu
- Presented menus and answered questions about cuisine, making recommendations upon request
- Assisted customer in menu determinations
- Check regularly with guests to make sure that they are enjoying their meals and take necessary action to resolve any complaints

REFERENCES

Available upon request