

INDRASISH DASGUPTA



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Seeking assignments in the field of Strategy Planning, Customer Relation, F&B Operations and Marketing with an organization of high repute, preferably in Hospitality sector.

PROFILE SUMMARY

Seventeen years of experience in Hospitality, Sales & Marketing, Strategic Planning, Guest Relations, Operations Management, Business Development, F&B Operations.

Expertise in managing hospitality operations, understanding the requirements of the client & providing customized services.

Demonstrated excellence in carrying out **Profit Centre Operations**.

Proven ability of delivering value-added customer service and achieving customer delight by providing customized services as per requirements.

Possesses clear understanding of budgets, cost analysis, stock, business requirements and operations of numerous units.

Adroit in building on-going relationship with the guests, planning menu, fixing SOP, organizing food festivals and handling marketing of Rooms/Banquet/Restaurant /International Group Booking and Excise related issues.

Skilled in ensuring compliance of all statutory safety norms including guest & staff safety.

ORGANIZATIONAL EXPERIENCE

June. 2018 with HOTEL HAVELI Krishnagar Nadia(West bengal) as a General Manager .

Jan.2017 with Damanganga Valley Resort (Silvassa U.T.) as a Resort Manager till 26.05.2018

The Resort Showcases Spacious 220 Sq. ft. of 80 Rooms with Balcony overlooking Courtyard, Swimming Pool ; A Health Club with Swimming Pool, Steam & Sauna; A Victory Ball Room (7500 sq.ft) to accommodate 600 pax & Huge Marriage Party Lawn (Swayamvar) to accommodate up to 2000 people with Car Parking facilities.

Aug. 2014 with HOTEL HAVELI Krishnagar Nadia(West bengal) as a Executive Manager till 06.01.2017

Ensure excellence and a unique visit for each guest at this 3 star property full service hotel on NH 34,close to world famous ISKCON, Mayapur .Manage operations along with city- based restaurant **Food Selfie** at Krishnagar Hut and **Raasta Café** a QSR and Fine dining . Krishnagar is a place of history, tradition, culture, and also of modern living standard.

Dec. 2005 with Indi Smart Group of Hotel Kolkata , (Food & Beverage Manager) till 12.05.2014.

Responsible for the Hospitality division of this property management company.

Over all responsibilities for operations and marketing.

Coordinating daily activities of all the departments.

Responsibilities include refurbish and update the facilities, find out the target market, retaining the customer, creating positive working environment which encourages loyalty, commitment and hard work.

Analyzing all positive and negative guest comments and rectifying to give better service so that the sales could be promoted higher and the organizations grows.

To plan and coordinate for various Food Festivals - international and regional.

Working on developing staff motivation, satisfaction, & delight through staff meetings and other team building activities.

Preparing the staffs evolution sheet to promote and maintain the dignity.

Utilizing leadership skills and motivate techniques in order to maximize employee productivity and satisfaction.

Proficient in developing and streamlining operations with proven ability to enhance operational and administrative effectiveness of the team.
To manage a proper interdepartmental coordination.
Responsible for maintaining a strong client relationship.
Leading and developing associates, resolving problems, under time pressure, & being detail oriented.
Doing a profitability and feasibility study to put food menus in place.
Participate in the preparation of the strategic business and operating plans.
Responsible for achieving budget of the dept.
Design Standard Operating Procedures and ensure adherence.
Meeting operational goals within the cost, time and quality parameters.
Prepare monthly forecast reports.

June 2004 – August 2005 with J.K. Residency , Haryana as a Assistant Food & Beverage Manager.

April 2000 – May 2003 with Hotel Landmark Gwalior (Classified 3* Hotel) as a F&B Executive in Food & Beverage Service .**

Key Result Areas:

F&B Operations

Handling operational functions like staff briefings, creating the duty roster, shift management, etc.
Defining service standards and guidelines that serve as benchmark for excellent service delivery, thereby contributing towards ameliorated service revenue generation
Monitoring expenditure strictly in operations, budgeting for consumables & manpower
Coordinating with operating staff for upkeep of kitchen & Service equipment in perfect working order
Coordinating with Kitchen & Service staff for smooth operations

Sales & Business Development

Taking care of the sales with focus on achieving predefined sales target and growth, forecasting and planning monthly & quarterly sales targets and executing them in a given time frame
Analyzing business potential and conceptualizing & executing strategies to drive sales

Guest/Client Satisfaction

Ensuring maximum guest satisfaction by closely interacting with guests to understand their requirements & customizing products & services to their needs
Strategizing policies & procedures in the operating systems and training and motivating the front line staff to deliver 100% guest satisfaction

Accomplishments:

Indi smart Hotel, Kolkata

Essayed a stellar role in:

- Launching Coffee Shop - WOW Café, 80 covers Multi-Cuisines Rest O Bar XSpicy and 40 covers Specialty Restaurant China One
- Carrying out Hotel Marketing, regularizing CII Conferences and commencing ODC services

Organizing several regional and International Food Festivals for Indi smart Hotel

Played a vital role in:

- Handling Food & Beverage of West Bengal Tourism Food Festival 2010 held at Nalban, Kolkata
- Planning & organizing outdoor catering in vessel on the river Ganga in successive two years for W.B.T.D.C Puja Festival
- Handling International Groups like Thai , Vietnam , Myanmar and Japanese .

Accomplishments:

Successfully functioned as an In-charge of the over-all banquet operations and food & beverage operations. Played a key role in achieving the targeted banquet revenue and F&B Revenue.
Demonstrated abilities in standardizing the service and operation procedures of F & B service in the organization.
Stellar role in conducting staff training and motivational initiatives, and achieving budget of the dept.

ACHIEVEMENTS

Best Executive of the month April' 2009 / 2010 / 2012
Best Department of the month February' 2009 / October' 2009 / February' 2010 / July' 2012 / Sep'2013

EDUCATION

Done Capacity Building course from Dr. Ambedkar Institute of Hotel Management and Catering Nutrition Chandigarh UT in the year of 2004.
Passed Commerce Graduation from Calcutta University in the year of 1996
IT Skills: Well versed with MS Office Suite (Word, Excel & PowerPoint), Adobe PageMaker and IDS Applications .

INDUSTRIAL TRAINING

Gained 6 months exposure to all core departments like Front Office, Housekeeping, Food Production and F & B Service in Hotel Piccadilly Chandigarh in the year of 1999.

PERSONAL DETAILS

Date of Birth : 25thMay, 1974
Linguistic Abilities : English, Bengali and Hindi
Residential Address : 21, Kalupara Lane . Post Office – Dhakuria , Kolkata . Pin –
700031. Permanent Address : Do.
Marital Status : Married.
Valid Passport No. : L 2039885 (Kolkata)
Notice Period : 30 Days.

Indrasish Dasgupta

I. Dasgupta