*Swapan Bhattacharya*

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######  *CORE COMPETENCIES*

* Dynamic Hospitality/Facility Professional with 12+ years of professional experience in managing Premium Club, Residential-Commercial Sites, Café ,Food court operations, Banquet operations, Fast-paced F&B environment in the hotel, Catering , Pvt. Club, Travel Agency & Hospitality industry. Solving guest greviences.
* Multi-tasking abilities with proficiency in organizing and managing different tasks.
* Expert knowledge of handling administration and paperwork, skilled in bookkeeping and prepare statistical and financial records. Can handle IDS Fortune software, Excel etc.
* Thorough insights in overseeing stock level and ordering supply. Proficient in assigning duties and scheduling shifts.
* Ability of recruiting, training and supervising staff. Expert marketing skill to promote business.

***PROFESSIONAL EXPERIENCE***

Worked under “**Australian Himalayan Expedition**” from **1987 till 1990** and (was looking after all overseas business with Japan, Germany, USA, UK, Australia, New Zealand and China. Have exp. in the capacity of Office Assistance cum Reservation executive in their World Expedition) in Nepal, Kathmandu, more than 3 years. Used to handle hotel bookings,Tours, Trekking, Mountaineering and white water rafting. Had successfully operated business and handled valued guest with nice gesture.

Worked under ‘**Yeti Travels” (IATA)** for more than 4 years in Nepal. Have worked from 1991 till 1995. Was controlling all sorts of Expeditions, trekking, white water rafting, selling wild life sanctuary packages, doing all sorts of business correspondence, making special menu for Trekking, selling hotels and other packages.

**Since 7th Aug,1995 -2001**

***The Everest Hotel,(5-star ) Kathmandu, Nepal (Previous it was under Hotel Sheraton Groups)***

***Sales Manager - Calcutta***

Achieving growth and hitting sales targets by successfully managing the sales team. Designing and implementing a strategic sales **plan** that expands company's customer base and ensure it's strong presence. Managing **recruiting**, objectives setting, coaching and performance monitoring of sales representatives.

**Sales Manager Duties and Responsibilities:-**

1. Responsible for Corporate and Travel Agent Room Sales for the hotel.
2. Clear understanding of the hotels business strategies then set goals and to determine action plans to meet those goals.
3. Update action plans and financial objectives quarterly.
4. Identify new markets and business opportunities and increase sales.
5. Represent Hotels in various events and exhibition.
6. Implements all sales action plans related to my market areas as outlined in the marketing plan.
7. Conducts daily sales calls and arrange site inspection trips to hotels by corporate clients.
8. Able to provide Quick and timely responses, immediate communication to the properties, develop professional long term business relationships.
9. Provide the highest quality of service to the customer at all times.
10. Participates in sales calls with members of sales team to acquire new business and/or close on business.
11. Executes and supports the operational aspects of business booked (e.g. [CVGR](https://setupmyhotel.com/train-my-hotel-staff/sales-and-marketing/176-hotel-company-volume-guaranteed-rate-letter-cvgr-letter.html), generating proposal, writing contract, customer correspondence).
12. Able to supports hotels service and relationship strategy, driving customer loyalty by delivering service excellence throughout each customer experience.
13. Work closely with Revenue Manager to ensure proposed rate negotiations meet the financial needs of the hotels.
14. Develop strong relationships with on property front office team to ensure working in unity and always striving to achieve the same goals.

***Senior Executive (F & B)* Since 4th Sept, 2003**

***Store & Purchase***

***Calcutta Club Ltd, Calcutta (The heritage club In India )***

Responsible for overall operation for the restaurant, food and beverage manager **shire** staff, purchase food and stock, and make sure everyone is trained on proper food preparation, proper and legal alcoholic beverage service kitchen safety techniques and understand health standards.

* Consistently offer professional, friendly and engaging service
* Assist guests regarding menu items in an informative and helpful way
* Follow outlet policies, procedures and service standards
* Have full knowledge of beverage lists and promotions
* Have full knowledge of all menu items, garnishes, contents and preparation methods
* Follow all safety and sanitation policies when handling food and beverage
* Other duties as assigned
* Excellent communication and organizational skills
* Strong interpersonal and problem solving abilities
* Ability to work well under pressure in a fast paced environment
* Monitors monthly and other financial reports/statements on a daily, weekly and monthly basis for the facility and takes effective corrective action when necessary.
* Attends meetings of the club’s Executive Committee and Board of Directors

**Trainee BAKERY division:-**

***Calcutta Club Ltd, Calcutta***

* Cleaning bakery machinery, equipment, storage and preparation areas.Cleaning the areas after use.Rolling and cutting dough into shapes.
* Measuring and mixing ingredients into dough according to a recipe.Wrapping and packing bread after it has been made.
* Monitoring the ovens.Baking, icing and decorating cakes.

 ***Achievements:***

* ***Reduced Food cost by 14%***
* ***Identifying and eliminating inventory issues including excess ordering and poor storage.***
* ***Initiated aggressive customer service training program and corporate events that resulted 23% increase in average sales and excellent reviews from Nov- Jan.***
* ***Implementation of I.D.S Fortune inventory management software.***

***FACILITY MANAGER, RAJARHAT, KOLKATA Since 13th November, 2011***

***Jal Vayu Towers Newtown, Kolkata ( total 420 flats )***

overseeing and agreeing contracts and providers for services including security, parking, cleaning, catering, technology and so on. supervising multi-disciplinary teams of staff including cleaning, maintenance, grounds and security. ensuring that basic **facilities**, such as water and heating, are well-maintained.

* managing budgets and ensuring cost-effectiveness
* allocating and managing space between buildings
* ensuring that facilities meet government regulations and environmental, health and security standards
* advising businesses on increasing energy efficiency and cost-effectiveness
* overseeing building projects, renovations or refurbishments
* helping businesses to relocate to new offices and to make decisions about leasing
* drafting reports and making written recommendations
* Following SOP with HK and Security Department on regular basis

***PARK PRIME- 4 star ( A Unit of Chocolate hotels Pvt.Ltd)* Since March 23rd,2013-Oct, 2015**

***PURCHASE MANAGER***

A **Purchasing Manager's responsibilities** may include: seeking reliable vendors or suppliers to provide quality goods at reasonable prices. Negotiating prices and contracts. reviewing technical specifications for raw materials, components, equipment etc.

* Implement sound purchasing policies, systems and procedures in accordance with Company standards.
* Monitor vendors for quality, service and price through standard purchasing specifications.
* Obtain competitive quotations for hotel requirements and ensure that the best product is sourced and purchased.
* A minimum of three independent genuine quotations must be obtained.
* Establish contracts to ensure reduced pricing for all operating areas of the hotel.
* Receives market list from the Executive Chef on a daily basis and arranges for delivery of those items daily.
* Ensures that all orders receiving dates are updated by the buyers according to the suppliers promised delivery dates.
* Ensures that all authorised or approved purchase orders are sent to their respective suppliers/vendors for delivery purposes on a daily basis.
* Ensures & verifies that quotations are regularly updated and supplier’s new current price lists are maintained.
* Ensure the efficient operation of the Purchasing Department in all aspects.
* Research and identify new products and services for the hotel in the market.
* Obtains written approval for established Minimum / Maximum stock levels by the financial controller and general manager.
* Approves all additional requests for new storeroom items, checking correct item description, unit, packing, category and establishes Min/Max estimated stock levels.
* Verify the 'pending orders' report on a daily basis, and all pending orders are checked and verified regularly.
* Issues regularly slow / fast moving item lists.
* Responsible for physical control of all store items until issued, fully documented under strict control procedures (key control, timing schedule, authorised issue requests).
* Spot checks storeroom requests if properly maintained, verifies quantity requested and issued, proper items received by signatories & ID availability.
* Spot-checks entered system quotations, period validity quotes locked by, etc.follow the rules relating to the hygiene of goods delivered.
* Keeps all records in a way that they can be checked at any time for information or audit purposes.
* Liaison with the Assistant Purchasing Manager, Purchasing Coordinator, Receiving Agent, Stores Supervisor and F&B Cost Controller

**The Beer Republic (Live Beer Pub cum Restaurant) , Kolkata Since Nov, 2015-2016**

**Asst. Manager, Banquet**

A Microbreweries (craft beer) Restaurant cum Bar –

( Assistant Manager Operation) The first pioneer Microbreweries setup in the Eastern region of West Bengal

***Operations Manager, (The Golden Chrest,Gangtok, Sikkim)***  ***Since, Sept 2016***

***Operations Manager, (,Hotel The Gaj Kesri, Rajasthan, Bikaner ) since Oct, 2017***

Interface with clients toe ensure fulfillment of their service requirements and provide them with the best possible solution.

Manage various operations and activities.

**Operations managers** play a leading **role** in managing both raw materials and personnel. Oversight of inventory, purchasing and supplies is central to the job. Human resources tasks include determining needs, hiring employees, overseeing assignment of employees and planning staff development.

* Support and work with all Head of Departments in all aspects of running this hotel.
* Ensure the premises are in operative condition as per category of the unit to receive & serve the guests.
* Conduct regular operations team meeting with all the HOD daily / weekly to discuss routine operational matters, sales targets, GSTS feedback / RSTS feedbacks and action taken for service recovery, and also any staff issues. Minutes of the meeting to be sent to GM/RGM.
* Ensure SOP implementation in all departments and check the same during routine operational checks. Consultant /GRM guidance to be taken wherever required.
* timely and constructive feedback to all direct reports as and when required either formally or informally.
* Conduct weekly / Daily meeting with marketing people for enquiry & follow up & conversion to grow up the business.
* Monitor and maintain operation & overhead cost in order to maintain maximum revenue to the organisation.
* Be on available on call 24 hours a day to resolve any urgent problems on emergencies.
* Any other duties assigned.

*PROFESSIONAL QUALIFICATION*

*H.S. Exam under West Bengal Board Of Education ( 02nd Division )*

Passed B-Com , Calcutta University -1973

Hotel & Catering Mgt – Swiss Institure of Htl & Catering Mgt, U.P. -2013

Got Hotel Training from The Everest Hotel, Kathmandu, Nepal, 1995

Got Hotel Training from The Chocolate Hotels Pvt Ltd, Kolkata, 2013

Got Bar training programme under the supervision of Master, Rohan Bhardwaj, Brand Ambassador of India, Grant”s Whiskey

COMPUTER PROFICIENCY: - I.D.S FORTUNE 5.1 SOFTWARE (Word, Excel, PowerPoint)

*PERSONAL DETAILS*

present job:- MANAGER OPERATIONS

DATE OF BIRTH : 02nd June, 1953

**LINGUISTIC PROFICIENCY: English, Hindi, Bengali & Nepali.**