

SUDDHASATTA PAUL

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SUMMARY

A dynamic, result oriented professional with over 8 years of strong experience in hospitality and tourism sector. Highly motivated self-starter focused on contributing effectively to the growth of a business, and on delivering the best customer experience through extraordinary service. Exceptional people skills with a down-to-earth, outgoing personality. Particularly experienced in servicing international customers.

AREA OF EXPERTISE

- International guest relations
- Customer experience
- Hotel operations
- Front desk management
- Restaurant management
- Revenue management
- Staff management
- Conflict resolution
- Hotel branding & marketing
- Online & offline reputation building

EXPERIENCE

Hotel Golden Orchid Darjeeling, WB

Manager

2015 to Present

- Managing over all operations in all areas of the hotel.
- Managing enquiries, bookings, travel desk and front office operations.
- Overseeing and ensuring efficiency in areas of housekeeping, kitchen, food & beverages, room service, and general maintenance.
- Assisting guests in drawing up their travel itinerary to ensure they get the most out of their trip.
- Ensuring complete Guest Satisfaction by adhering to every request they might have.
- Taking quick action to fix any short coming on the service side to ensure guest satisfaction.
- Effectively representing the hotel in marketing space and continuously building its brand to attract international guests.

Hotel Shenga Middle Pelling, Sikkim

Manager

2009 to 2015

- Revenue management and budgeting.
- Business development and pitching to interested investors.
- Responding promptly to any market changes including that caused by natural calamities.
- Recruitment, training and development of staffs.
- Ensuring positive work environment for staffs.
- Managing over all operations in all areas of the hotel.
- Managing enquiries, bookings, travel desk and front office operations.
- Overseeing and ensuring efficiency in areas of housekeeping, kitchen, food & beverages, room service, and general maintenance.

EDUCATION

C-DAC, GIST Certificate course in Office Automation [completed with A+ grade]	2002
Indus Infotech Certificate course in Computer Application [completed with A+ grade]	2002
Global IT Sources Advanced Diploma in Computer Application [completed with A+ grade]	2001 to 2002
St. Xavier's High School Higher Secondary Examination -1984, West Bengal Secondary Education -1981	1978 to 1984

INTERESTS

Traveling and exploring new places, trekking in the mountains, reading a variety of books, and enhancing culinary skills.
