** AVIJIT BANERJEE**

General Manager – Hospitality Industry

Resourceful General Manager, with 25 years of experience, driven to cut company costs and boost company revenue through innovative management techniques. Organized and diligent, with excellent written, oral, and interpersonal communication skills, successful in building and motivating dynamic teams.

EXPERTISE

Cost control Quality assurance Goal attainment Process optimization Policy improvement

Strategic planning Inventory management Team leadership Performance reviews Staff development

Time Management Revenue Analysis Public Speaking Service Management Budgeting Negotiation

ORGANIZATIONAL EXPERIENCE

**Currently Working with Sarovar Hotels and Resort, As General Manager, Sarovar Portico Naraina, New Delhi.**

**General Manager- Goldfinch Faridabad, 70 room’s hotel, Coffee Shop, Bar, IRD, and Banquet, 1st June 2017 till 31st March 2019.**

* Monitoring expenditure strictly in hotel operations, budgeting for consumables and man power.
* Keeping close check on minimum per stock in stores for effective material management and development.
* Monitoring daily sales and consumption report to track daily performance.
* Conceptualizing & implementing marketing plans.
* Ensuring high quality services, resulting in customer delight and optimum resource utilization for maximum service quality.
* HRM, staffing, recruitment, performance review and appraisal.
* Directly taking care of banquet sales to make sure maximum conversions of bookings.
* Leadership of Executive Team- F O M, F n B Manager, Ex. Chef, Ex. H .K, UFC, Chief Engineer, I T, Sales Manager, Purchase Manager. H R Manager of Over 110 staff.
* Increase GOP up to 30% and ARR increase to INR 3500.

**Dy. General Manager- Mapple Emerald, New Delhi, 53 rooms, Six Large Banqueting venue with Two F n B Outlets, Nov 2013 till 31st May 2017.**

* Ensure profitability of operations & supervise all aspects of kitchen management including menu planning, monitoring of food production to ensure compliance with quality and hygiene standards.
* Co-ordinate with operating staff for up keep of kitchen equipment in perfect working order.
* Monitoring daily sale & consumption report to track daily performance and responsible for sale, cost & inventory controls.
* Conceptualizing and implementing marketing plans.
* Projecting company image through effective corporate public relations and promotion.
* Also involve in banquet booking.

**F n B Manager- Park Plaza Chandigarh, 132 rooms and Six F n B outlets, April 2011 to Oct 2013.**

* Ensuring maximum guest satisfaction by closely interacting with potential clients & understand their requirements and customizing the product and services accordingly.
* Organizing and conducting practical and theoretical training programs, to enhance skills and motivational levels.
* Proven track record of developing procedures, service standards & operational policies, planning and implementing effective control measures to reduce running costs.
* A consistent performer with a track record of increasing revenues with implementing corporate & social packages & streamlining workflow.
* 60 mint every week departmental training program.
* One staff meeting every month.

**Asst. F n B Manager- Radisson Blu Hotel Ranchi, 116 rooms with Six F n B outlets, Nov: 2009 to March 2011.**

* Since the property was started and commissioned by me & the team hence we had the chance to identify the market & accordingly set up the team for handling same. It was here that I learnt the setting up of Hotel from project.
* Business strategy planning & analysis for assessment of revenue potential & opportunities.
* Sustaining profitable operations through focus on budgeting cost analysis, cost optimization maintenance of cordial relations both with staff and guest.

**Asst. F n B Manager, Clarks 1589 Gurgaon, 80 rooms with Three F n B outlets, , Nov 2008 till Oct 2009.**

* Ensuring quality services, resulting in customer delight by interaction with guest and quick resolution of problems
* Ensuring highest guest satisfaction by coordinating with in-house and potential guests to understand their requirements and customizing the product of services accordingly.
* Maintaining expenses with implementation of stringent cost control measures

**Asst. Manager F n B- Radisson Blu Plaza Mahipalpur, New Delhi, 256 rooms hotel, with Eleven F n B outlets, May 1999 to Oct 2008.**

* Worked almost 10 years, started as Steward till Asst. Manager F n B.
* I have worked in Banquets, NYC (coffee shop), The Great Kebab Factory,
  + Room Service, I-Ching, Plaza Lounge, and Bar.
* Recognized several times as the best employee, certificate received from Carlson Hotels.

**Butler- The Park Hotel Kolkata. September 1996 to April 1999.**

**149 Rooms five-star hotel, 6 food and beverage outlet and 55 Residency rooms.**

* I was involved in Butler service and Handling THE RESIDENCY floor and THE RESIDENCY lounge.

**PERSONAL DETAILS**

3 Years Diploma in Hotel and Catering Management from THE BARCLAY HOTEL MANAGEMENT COLLEGE KOLKATA in the year 1993-1996

* Passed XIIth Standard from West Bengal Board in 1993.
* Date of Birth 24th May 1974
* Address RZ- H3/96, Mahavir Enclave Bengali Colony New Delhi -110045
* Current salary 19.69 lack P A C T C
* Email [avijitbanerjee245@gmail.com](mailto:avijitbanerjee245@gmail.com)
* Mob 913600030