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**Chandan Mallick**

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| **Address:-**  106, Vivekanand Road, Kolkata- 700006  **Phone:-**033-22416692, Mobile: + 91 8420527100 / 8617704664  **E-mail:**  chandan15mallick@gmail.com  **Personal Data:**  Date of Birth : August 15th 1978  Sex : Male  Nationality : Indian  Marital status : Married  **PLACE OF BIRTH; KOLKATA**  **Hobbies:**  Playing Football  Making Friendship.  **Strengths:**  Enthusiastic, Creative,  Sincere, Hard working, Honest  An individual with no dearth of energy & positive attitude | **Objective:**  **Aims to scale heights in General Administration, Business Development, F & B operations, Front-Office Operations, Guest Relations, Facilities Management with an organization of repute; preferably in Hospitality Sector**  **Academic Credentials:**   * **Diploma course in Hotel Management from I.H.M. Patna; National Council of Hotel Management, Catering Technology & Applied Nutrition PUSA** * **TRAININGS:** 22 Weeks Industrial Training in Major Departments from Ashok Group of Hotels   **Key skills:-**  **CONSPECTUS: With over 19 years** of qualitative experience in Operations encompassing Marketing, Front Office and F & B operations in the hospitality industry. Proven track record of developing procedures, service standards and operational policies, planning & implementing effective sales & marketing strategies. Expertise in designing & implementing training programs for bringing keen customer focus, high energy level and team spirit in the employees. Deft at streamlining the workflow and boosting the revenue. An effective communicator with excellent interpersonal & relationship management skills.  **Career Features:-**  **Organizations that I have worked for (previously):-**   |  |  |  | | --- | --- | --- | | **01st January, 2018 till 28th July, 2021** | **The Lindsay Cheu Den, Gangtok** | **Area General Manager** |      |  |  |  | | --- | --- | --- | | **February, 2017 till 20th December,2017** | **Cygnett Park Meghna, Bongaigaon, Assam** | **Pre & post opening General Manager** |  |  |  |  | | --- | --- | --- | | **January, 2015 to January, 2017** | **Hotel Sonar Tori Agartala** | **Pre & post opening General Manager** |  |  |  |  | | --- | --- | --- | | **July, 2012 to December, 2014** | **Regenta Resort, Varca,Goa** | **General Manager** | | **November, 2011 to June, 2012** | **Hotel Bawa Walson, Kolkata** | **General Manager** | | **October,07 to October,**  **2011** | **Fortune Park Panchwati**  **(Welcome Group, Kolkata.)** | **Joined as Sales Executive in (pre-opening stage) promoted to Asst Sales Manager in 18 months time & later promoted to Sales Manager in next 24 months time..** | | **January ,06 to September, 2007** | **The Ffort Radisson, Raichak** | **Banquet Manager** | | **January 2003 to December, 2005** | **The Stadel, Kolkata** | **Banquet Executive** | | **June 2002 to December,**  **2003** | **The Park, Kolkata** | **F&B Assistant** |   **KEY STRENGTHS ACROSS ASSIGNMENTS**  I am a highly skilled and multi-faceted professional with almost 19 years of experience in the Hospitality Industry. Skillful in devising and implementing sales strategies, forecasting and budgeting processes imperative to enhancing revenues and increasing the guest base. Outstanding qualification in setting up new businesses, consolidating existing ones, and providing thought leadership, with strengths in driving sales & business operations focusing on Profit/Loss accountability. Proficient in optimizing the company's cost structures while increasing service levels to enhance operating income margins, cross-enterprise integration and enable top and bottom line growth  I have hands-on experience in developing concepts, preparing strategies, implementing brand development sales & marketing activities, managing full scale business development cycles, including prospecting, contacting, nurturing and closing deals. Dexterous in establishing strategic alliances with similar brands forthe purpose of enabling cross promotions & business generation  I am competent in performing brand marketing and revenue optimization through product, process and people enhancement. Solid business insight with the ability to ascertain and analyze needs, forecast goals, streamline operations and envision new program concepts. Articulate communicator with effective leadership, decision-making, problem-solving, interpersonal, negotiation & presentation skills, together with a bottom-line business focus and a results-driven “CAN DO” attitude individual..  **Operations Management Strategic Planning:-**   * Planning & implementation of strategies, development and expansion in hotel based on current market trends. * Handling front office operations and rendering appropriate hospitality solutions to the clients. * Managing the overall profitability of operations with strategic utilization& deployment of available resources to achieve organizational objectives and operating standards. * Devising marketing strategies to tap/ explore greater market/ business volumes. * Responsible for making banquet, restaurant reservations, coordinating with guests to resolve their concerns.   **Business Development:-**   * Function as the principal strategic business leader of the property with responsibility for all aspects of operation, including guest and employee satisfaction, human resources, financial performance, sales and revenue generation and delivering a return on investment to property ownership. The position ensures sales tools are optimally utilized and initiates independent and proactive sales activities. * Ensure implementation of the brandrsquos service strategy and initiatives with the objective of exceeding guest expectations, increased profit and market share. Holds property leadership team accountable for strategy execution and mentor their individual professional development. * Ensure the objectives of property owners are in cohesion to achieve brand positioning and shared success through proactive communication, setting and managing expectations and delivering business results. * The position is actively involved in the local community and builds strong lasting relationships. * Excellent Communication and Presentation Skills * Ability to lead by example * Ability to drive teams for exceptional performance amidst challenges * Maintaining and generating daily sales report, to track daily performance. * Conceptualizing & implementing marketing plans in tune with macro-business, thereby achieving profitability. * Projecting and improving company image through effective corporate Public Relations and promotion. * Implementing promotional strategies to increase sales volume & achieve maximum customer satisfaction. * Skilled in developing relationships with **key decision-makers** in target organisations for revenue. Ensured **successful wrap-up and execution of business assignments;** while working in coordination with the guests and the operation team. * A keen learner with a flair for adopting emerging trends and addressing industry requirements to achieve organizational objectives and profitability norms.   **Quality Compliance:-**   * Developing & implementing procedures, control systems for maintaining hygiene & quality standards. * Ensuring profitability of operations and supervise all aspects of Kitchen management including menu-planning, monitoring food production to ensure compliance with quality & hygiene standards. * Co-ordinating with operating staff for upkeep of kitchen equipment in perfect working order.   **Facilities Management:-**   * Managing all aspects of facilities management. * Supervising maintenance of high standards of housekeeping, ensuring highest standards of hygiene and cleanliness. * Handling procurement of necessary equipment for banquet facility and of food items for the F&B department. * Effective inventory planning for raw materials & spares, based on business requirements, utilization forecasts.   **Food & Beverage Operations:-**   * Preparing and monitoring of food & beverage budgets and maintaining appropriate documentation for sales, costs and inventory control for timely indenting of supplies * Overseeing all aspects of Kitchen management including menu-planning as well as monitoring food production. * Ensuring compliance with pre-set quality & hygiene standards as well as aesthetic presentation of food and beverages.   **Client Servicing:-**   * Ensuring customer satisfaction by achieving delivery of service quality norms. * Strategizing policies & procedures in the operating systems to achieve greater customer delight. * Reviewing & interpreting the market trends/ client feedback to attune the business strategies as per the guest requirements & expectations.   **Man Management/ Training & Development :-**   * Imparting appropriate In-house training on Service Excellence and Teamwork to support service staff. * Organizing and conducting practical and theoretical training programs, to enhance skills and motivational levels. * Handling various aspects of HRM, Staffing, Recruitment, Performance Review and Appraisal   **THE MILESTONES**  **At The Lindsay, (Sikkim units—75 keys)**  Key Deliverable: ☛ Led and handled the operations of cluster hotels in the North East India vertical ☛ Developed brand and sourced new hotel projects to enhance the business for the particular zone ☛ Trained and guided the OM’s and the SM’s towards cluster selling through monthly workshops ☛ Monitored the sales & marketing, operations updates submitted by the reporting OM’s ☛ Implemented F&B concepts, developed The Lindsay hotels ☛ Developed menu planning, technology, presentations, service styles & ambience to generate maximum revenue through REVPASH for all the restaurant brands  As an Area General Manager, I am responsible for managing the Hotel Executive team and overall hotel targets to deliver an excellent Guest and Member experience. As an Area General Manager I am responsible to manage profitability and ensure guest satisfaction measures are of highest order. Specifically, I am responsible for performing the following tasks to the highest standards:   * Managing ongoing profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded * Leading in all key property issues including capital projects, customer service, and refurbishment * Ensuring all decisions are made in the best interest of the hotel. * Delivering achievable hotel budgets, and set other short- and long- term strategic goals for the property * Providing effective leadership to hotel team members * Leading in all aspects of business planning * Complying with and exceeding highest Service Standards * Ensuring costs are controlled and revenue opportunities are effectively sourced and delivered * Managing and developing the Hotel Executive team to ensure career progression and effective succession planning within group’s other hotels.. * Holding regular briefings and communication meetings with the HOD team * Responding to audits to ensure continual improvement is achieved   Functioning as the primary strategic business leader of the property with responsibility for all aspects of the operation, including guest and employee satisfaction, human resources, financial performance, sales and revenue generation and delivering a return on investment to both my The Lindsay and property ownership. Verifying implementation of service strategy and initiatives with the objective of meeting or exceeding guest expectations, increased profit and market share. Holding property leadership team accountable for strategy execution, and guiding their individual professional development. The position verifies that sales engines are leveraged and initiates independent and proactive sales activities, when appropriate, to generate demand. Verifying that the objectives and goals of my company and property owners work together to achieve brand positioning and success. Building owner loyalty through proactive communication, setting and managing expectations and delivering solid business results. The position is actively involved in the local community and building strong relationships with local officials, businesses, and customers.  **Business Strategy Development**  Staying current with industry trends and monitoring strengths and weakness of competition; exploring new business opportunities; developing business plans designed to maximize property customer satisfaction, profitability, and market share; ensuring property business plans are aligned with the hotel’s business strategies; translating The Lindsay global strategic plan into one that can be executed on property.  **Business Strategy Execution**  Executing business plans designed to maximize property customer satisfaction, profitability, and market share; ensuring that property business plans and employees are aligned with business strategies; holding property leadership team accountable for successful delivering of business plans; experiments with new ideas and to take calculated risks to improve guest satisfaction and profitability; evaluating the success of property business strategies to inform future business plan enhancements; continually ensuring business plans and actions have a positive impact on property performance.  **Sales and Marketing**  Working closely with Sales and Marketing team to develop revenue generating strategies for property; identifying new business leads, developing tailored sales approach, and actively pursuing leads with Sales and Marketing team; validating that sales and marketing strategy is aligned with brand strategy and is effectively executed against established goals; verifying that property leaders understand and leverage The Lindsay demand engines to full potential; augments guest preference for property through booking ease and quality interactions with sales force.  **Talent Management and Organizational Capability**  Creating a cohesive and high-performance Executive Committee that continuously strives for positive results and improvement; coaching Executive Committee by providing specific feedback and holding them accountable for performance; creating learning and development opportunities for employees; creating and effectively executing development plans for both direct reports based on their individual strengths, development needs, and career aspirations; ensuring all managers are doing the same for their direct reports; identifying resource needs to strengthen property team; creating succession plans for future job openings; actively supporting the staffing process; ensuring effective work processes, systems and teamwork are in place to maximize individual and overall property performance.  **Business Information Analysis**  Reviewing business related data such as market share, financial performance, inventory, employee engagement, and customer satisfaction; analysing business information to proactively addressing changing market conditions, ensuring property operates within budgetary guidelines, and achieving profit margin goals; uses business information to identify indicators of product and service successes and opportunities for improvement; integrates business information into business plans.  **Employee and Labour Relations**  Verifying that all employees are treated fairly, and with respect; builds rapport with employees by fostering an environment of open communication and spending time with employees on the frontlines; making self-available to employees (“open door policy”); verifying that pay and benefits are appropriate for labour market; celebrates the success of employees in a public way; working with Human Resources to maximize employee engagement and monitor local labour environment to address issues as needed.  **Revenue Management**  Working with Revenue Management team to develop effective pricing strategies, balancing seasonality, economy, customer segments, property objectives and customer satisfaction; establishing revenue strategy that supports the hotel’s positioning in local market; ensuring demand forecasting and sound revenue practices are in place to maximize yield; identifying ways to grow occupancy, RevPAR, and market share by researching and staying aware of competitor strategies; controls labour and capital expenses.  **Owner Relations**  Building strong rapport with property owners through proactive and on-going communication; keeping owner informed of brand initiatives and guest experiences; provides owners with in-depth analysis of property performance, incorporating guest, financial and employee business data; managing an effective balance between owner interests and The Lindsay brand interests and develops solutions that create value for both; developing and effectively promoting ideas for improving property service and profitability to ownership.  **Customer and Public Relations Management**  Interacting with guests and other customers on a frequent basis to obtain feedback about their experiences on property; utilizes guest/customer feedback to recognize outstanding employee service performance and improve service delivery; emphasizing and holding leadership team accountable for addressing service failures or potential service failures, and for developing innovative ways to exceed guest expectations; establishing presence in the market by actively promoting an exemplary property/brand image, involving oneself in the local community, and by developing strategic alliances with local officials, businesses, and customers; anticipating needs of large groups or high profile guests in order to deliver flawless service; verifying that products, services, and events attain the appropriate publicity (“PR buzz”).  **Company/Brand Policy, Procedures, and Standards Compliance**  Verifying property compliance with legal, safety, operations, labour, and The Lindsay brand product and service standards; conducting both routine and short-notice quality assurance audits with specific departments; holding employees accountable for performing audits on a regular basis; conducting detailed walk-throughs to ensure building, public areas, kitchen, and grounds are well-maintained, safe, and meet or exceed guest expectations; validating that employees are appropriately trained and performing to standard.  **At Cygnett Park Meghna, Bongaigaon, Assam**  **(50 rooms, 01 multi cuisine restaurant, 01 Bar, IRD, Health Club, Swimming Pool, Lounge, Spa, Banquet & Banquet Lawn)**   * Cygnett’s Representative coordinating all of the pre-opening activities on hotel and coordinate with the construction team, the construction timeline and act as a liaison between owning board, construction contractors and Cygnett management (Head Quarter). * Assisting overseeing and managing all on site activities at hotel properties, including scope development, identifying and managing designers, as well as consultants, and contractors * Developing long and short range plans for the operation of the campus. Ensuring the plans, once approved, are properly executed. Also ensuring operational standards are communicated, trained, and maintained   • Establishing pre-opening budgets to manage overheads and costs  • Developing recruitment and training strategies including strategic talent management and succession planning  • Aligning operational objectives with core direction and strategizing of Group brands and business   • Creating a positive work environment in line with company’s values, vision and mission to produce a dynamic, driven, motivated and results-orientated workforce  • Managing all financial, budgetary and P&L responsibilities through effective forecasting and contingency planning to maximize revenue and shareholder returns  • Developing and maintaining a capable and cohesive Executive Team through effective leadership and mentoring.Working in partnership & developing a close relationship with owning board &CygnettHeadquater  • Designing effective and successful sales, pricing, distributions and yielding strategies to achieve and enhance profitability   • Be fully involved operationally with high visibility in the day to day business of the hotel   • Setting effective systems and controls to ensure the consistent smooth running of departments.  **At Hotel Sonar Tori, Agartala**  **(44 rooms, 01 multi-cuisine restaurant, IRD, 03 Banquets, 01 Board room, 01 Bar)**   1. **Leadership:-**  * Responsible for the overall manpower planning, senior level recruitments, adequate manning in the properties etc. * Setting clear performance expectations for each team member and hold them accountable for results. * Clear communication of center performance and team objectives on a regular basis through appropriate meeting/communication channels.   Inspiring personality, walk-the-talk, living the organizational values in every aspects of managing business.   1. **Operations:\_**  * Ensuring a thoroughly developed Operational Standards exists for all functions of the operations * Driving appropriate Safety Practices for employees and guests, following international best practices * Optimizing all revenue sources to drive and produce maximum results * Instituting and consistently drive strategies to maximize occupancy and profitability * Ensuring appropriate methodologies are in place for proper safekeeping and upgrading of assets / property maintenance. * Reviewing and identifieng opportunities to minimize operational expenditures and maximize profitability of all avenues.  1. **Sales & Marketing:-**  * Generating profitable new business through prospecting and enquiry handling within the local market in order to exceed set targets. * Drive and maximize service revenue through up-selling of variable services to new and existing customers. * Conducting tours, road-shows and sales blitz with the senior team to identify * Potential future business avenues. * Prospecting to generate leads through local companies, partnerships and brokers. * Effectively managing leads and optimize utilization of all sales & marketing channels (conventional, Search Engines, etc.) to stay abreast. * Keeping abreast of the local market by attending networking events and building strong channel relationships with commercial brokers.  1. **Customer Service:-**  * Having strategies to ensure Customer Satisfaction in the property, including appropriate database management, feedback analysis etc. * Have hands-on approach with the departmental heads to ensure delivery of exceptional customer service and customers needs are handled effectively and efficiently. * Providing direction departmental heads to ensure there is a clear focus on delivering a 100% customer satisfaction rating.   **At Regenta Resort, Varca, South Goa**  **(48 rooms, 01 multi-cuisine restaurant, IRD, 01 Bar, 01 shack, 01 Banquet, 01 Board room, Swimming pool, 01 Health Club)**   1. **Managing Profitability:-**  * Demonstrating and communicating key drivers of guest satisfaction for the brand’s target customer. * Analyzing service issues and identifying trends. * Making and executing the necessary decisions to keep property moving forward toward achievement of goals. * Working with hotel management team to develop an operational strategy that is aligned with the brand’s business strategy and leading its execution.  1. **Managing Revenue Goals**  * Monitoring hotel operations sales performance against budget. * Focusing on growing revenues and maximizing the financial performance of the department * Reviewing reports and financial statements to determine hotel operations performance against budget. * Coaching and supporting operations team to effectively manage occupancy & rate, wages and controllable expenses. * Reviewing the Wage Progress Report and compares budgeted wages to actual wages, coaching direct reports to address problem areas and holding team accountable for results.  1. **Leading Operations and Department Teams**  * Functioning as the strategic business leader of the property's Hotel Operations; areas of responsibilities includes Front Office, Business Center, Recreation/Health Club, Housekeeping, Food and Beverage/Culinary and Engineering/Maintenance. * Working with direct reports (e.g., department heads) to develop and implement departmental strategies and managing the implementation of the brand service strategy and brand initiatives. * Developing and implementing property-wide strategies that deliver products and services to meet or exceeding the needs and expectations of the brand’s target customer and employees and provides a return on investment. * Champions the brand’s service vision for product and service delivery and ensures alignment amongst the hotel leadership teams. * Developing systems to enable employees to understand guest satisfaction results. * Communicating a clear and consistent message regarding departmental goals to produce desired results. * Developing positive owner relationships. * Performing other duties, as assigned, to meet business needs.  1. **Managing the Guest Experience**  * Reviewing guest feedback with leadership team and verifying that appropriate corrective action is taken. * Responding to and handling guest problems and complaints. * Staying visible and interfacing with customers on a regular basis to obtain feedback on quality of product, service levels and overall satisfaction. * Creating an atmosphere in all Rooms and Food and Beverage areas that meeting or exceeding guest expectations.  1. **Managing and Conducting Human Resources Activities**  * Facilitating the development of creative solutions to overcome obstacles and managing the implementation to continually improve guest satisfaction results. * Verifying that employees are treated fairly and equitably. * Verifying that regular, ongoing communication is happening in Operations (e.g., pre-shift briefings, staff meetings). * Fosters employee commitment to providing excellent service, participates in daily stand-up meetings and models desired service behaviours in all interactions with guests and employees. * Incorporating guest satisfaction as a component of staff/operations meetings with an emphasis on generating innovative ways to continually improve results. * Setting goals and expectations for direct reports using the performance review process and holding staff accountable for successful performance. * Soliciting employee feedback, utilizing an “open door policy” and reviewing employee satisfaction results to identify and address employee problems or concerns. * Verifying that property policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard and Local Operating Procedures (SOPs and LSOPs) and supports the Peer Review Process. * Conducting annual performance appraisal with direct reports according to Standard Operating Procedures. * Champions change, manages the implementation of brand and regional business initiatives and communicates follow-up actions to team as necessary.   **At BawaWalsonSpa’o’tel, Kolkata**  **36 rooms, 01 multi-cuisine restaurant, 01 Bar, 01 banquets, IRD, Spa**   * Managing ongoing profitability of your hotel, ensuring revenue and guest satisfaction targets are met and exceeded. * Leading in all key property issues including capital projects, customer service, and refurbishment. * Ensuring all decisions are made in the best interest of the hotels and Bawa. * Delivering achievable hotel budgets, and set other short and long-term strategic goals for the property. * Providing effective leadership to hotel team members. * Leading in all aspects of business planning. * Complying with and exceed Bawa Brand Service Standards. * Ensuring costs are controlled and revenue opportunities are effectively sourced and delivered. * Managing and developing the Hotel Executive team to ensure career progression and effective succession planning within Bawa group. * Holding regular briefings and communication meetings with the HOD team. * Responding to audits to ensure continual improvement is achieved. * Ensure brand alignment (service, collaterals, and all other areas of operation) * Departmental training & promotions. Plus the maintenance of highest professional standard. * Holding regular meetings with fellow colleagues to ensure all areas are working effectively, efficiently and  are well co-ordinated. * Conducting regularly scheduled meets of all personnel. * Upholding the hotel’s commitment to hospitality. * Entrusted with the responsibility of recruiting the entire hotel personnel. Training, cross training and retraining all  personnel. * Orchestrating training programmes for enhancing the skills of the personnel. * Developing promotional strategies, set sales target, visiting potential companies and corporate houses for banquet bookings. * Enforcing credit policies. * Attending guest regular feedback. Resolving guest problems quickly, efficiently & courteously. * Educated Front Office, Sales and Management about being flexible and shed off the high headedness of the royalty the brand Bawa enjoys.  Taking advantage of a situation is always short lived. Customer will move away on the first opportunity. * Imparted training to Sales, including building relations and the confidence of the customer, some basics like keeping things simple and feel success. * Shared experience, with Front Office on Guest handling, telephone manners, meeting problems head on and the value of Smile. * Introduced Manager on Duty to assist guests. Took the lead by meeting guests at Breakfast, and in the evening at the lobby, enquiring about the stay, and build PR. * Introduced system to be in touch with guest even after departure for valuable feedbacks for his stay. The response was encouraging. * Provide Value for money and Guest Satisfaction. * Achieved new corporates from all sectors viz :ABP, Bosch, Infosys, NHPC, SBI etc   **At Fortune Park Panchwati, Kolkata**  **65 roms, 01 coffee shop, 01 Bar, 04 banquets, 01 Board room, 01 small meeting room , swimming pool, 01 health club**   * Heading the unit sales team.(pre-opening member) * Preparing income & expense budget of the property. * Preparing Marketing plan. * Administering the entire gamut of sale and business development operations for promoting the rooms and banquet. * Monitoring the booking operations for banquets for various seminars, conferences, parties etc. * Efficiently handling the overall activities in the banquet from interacting with the guest, finalising the menu, décor etc. * Actively involved in augmenting sales by organising sales blitz and several corporate parties. * Orchestrating training programmes for enhancing the skills of the personnel.   **At The Ffort Radisson, Raichak**   * Administering the entire gamut of sale and business development operations for promoting the rooms and banquet. * Monitoring the booking operations for banquets for various seminars, conferences, parties etc. * Efficiently handling the overall activities in the banquet from interacting with the gust, finalising the menu, décor etc. * Actively involved in augmenting sales by organising sales blitz and several corporate parties. * Entrusted with the responsibility of recruiting the front office personnel * Orchestrating training programmes for enhancing the skills of the personnel.   **At The Stadel, Kolkata**   * Promoting sales by organizing public relation parties for corporates. * Developing promotional strategies, set sales target, visiting potential companies and corporate houses for banquet bookings. * Enforcing credit policies. * Attending guest regular feedback. Resolving guest problems quickly, efficiently &courteously. * Joined as Banquet Executive. Within a span of a year I was promoted to Banquet Manager. * Coordinating with the corporates. Sharing a wonderful rapport with the IT companies, PSU’s and the Pharmaceutical companies since they were the most potential segments for this hotel.   **REFERENCES : Mr. Alok Verma (Ex CEO of Cygnett Hotels & Resorts)**  **Mr.Shiwam Verma (Vice President, Royal Orchid & Regenta Hotels)**  **Mr.George D’Mello (Head of Operations & Ventures, Bawa Hotels, Mumbai)**  **Declaration:** I hereby declare that the above information is correct to the best of my knowledge.  **Date:28/07/2021** Place: Kolkata (Chandan Mallick) |