

**DIPTENDU MAITY**

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**OBJECTIVE**

To secure a challenge and responsible management position with a quality oriented hospitality organization seeking an experienced, proven hotel professional with effective entrepreneurial skill in pre-opening hotels, operations, sales& marketing, staff management, budget analysis, cost control and profit improvement etc..

**PROFESSINAL STRENGHTS**

* Extremely creative, knowledgeable and resourceful Hotel Executive with mail emphasis in Sales & Marketing and Hotel Operations.
* Proven track record of profitable operation in distressed market.
* Increasing revenues with successful Sales & Marketing strategies.
* Over 19 years experience in the hospitality industry.

**PROFESSIONAL EXPERIENCE - GENERAL MANAGER**

**The LYNQ AERO (A Boutique Hotel) – Kolkata, Sector-V – LYNQ group of hotels - October 2019 till date as General Manager**

* 77 Rooms boutique hotel with 2 Food & Beverage outlets, 3 Banquets and conference hall, 1 Swimming Pool and 1 Health Club
* Joined the hotel from the inception at the pre-opening stage and worked through the pre-opening period until this date.
* Oversee the operations functions of the hotel, as per the Organizational chart.
* Hold regular briefings and meetings with all head of departments.
* Ensure full compliance to Hotel operating controls, SOP’s, policies, procedures and service standards.
* Lead all key property issues including capital projects, customer service and refurbishment.
* Handling complaints, and oversee the service recovery procedures.
* Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.
* Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
* Ensure all decisions are made in the best interest of the hotels and management.
* Deliver hotel budget goals and [set](https://setupmyhotel.com/homepage/hotel-management-glossary/set.html) other [short](https://setupmyhotel.com/homepage/hotel-management-glossary/short.html) and long term strategic goals for the property.
* Developing improvement actions carry out costs savings.
* A strong understanding of P&L statements and the ability to react with impactful strategies
* Closely monitor the [hotels business reports](https://setupmyhotel.com/formats/reports-used-in-hotels/fo-report/173-dailybusreport.html) on a daily basis and take decisions accordingly.
* Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.
* Maximizing room yield and hotels revenue through innovative sales practices and yield management programs.
* Prepare a monthly financial reporting for the owners and stake holders.
* Draw up plans and budget (revenues, costs, etc.) for the owners.
* Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipments and services.
* Act as a final decision maker in hiring a key staffs.
* Coordination with HOD's for the execution of all activities and functions.
* Overseeing and managing all departments and working closely with department heads on a daily basis.
* Manage and develop the Hotel Executive team to ensure career progression and development.
* Be accountable for responsibilities of department heads and take ownership of all guest complaints.
* Provide effective leadership to hotel team members.
* Lead in all aspects of business planning.
* Respond to audits to ensure continual improvement is achieved.
* Corporate client handling and take part in new client acquisition along with the sales team whenever required.
* Assisting in residential sales as and when required and development with strong sales prospects.
* Responsible for safeguarding the quality of operations both (internal & external audits).
* Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements.

**Cygnett Inn Trendz – Itanagar, India – Cygnett Group of Hotels & Resorts Pvt. Ltd. – October 2018 till October 2019 as General Manager**

* 62 Rooms Hotel with 3 Food and Beverage outlets, 3 Banquets and Conference hall, 1 Game Zone and 1 Health Club.
* Joined the hotel from the inception at the pre-opening stage and worked through the pre-opening period until this date.
* Responsible for leading and managing the hotel.
* Hold regular briefings and meetings with all head of departments.
* Ensure full compliance to Hotel operating controls, SOP’s, policies, procedures and service standards.
* Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.
* Preparing weekly and monthly forecasts for the property for review by the COO.
* Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
* Deliver hotel budget goals and set other short and long term strategic goals for the property.
* Developing improvement actions carry out costs savings.
* A strong understanding of P&L statements and the ability to react with impactful strategies
* Closely monitor the [hotels business reports](https://setupmyhotel.com/formats/reports-used-in-hotels/fo-report/173-dailybusreport.html) on a daily basis and take decisions accordingly.
* Practices and yield management programs.
* Prepare a monthly financial reporting for the owners and stake holders.
* Draw up plans and budget (revenues, costs, etc.) for the owners.
* Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipments and services.
* Act as a final decision maker in hiring a key staffs.
* Coordination with HOD's for the execution of all activities and functions.
* Be accountable for responsibilities of department heads and take ownership of all guest complaints.
* Provide effective leadership to hotel team members.
* Lead in all aspects of business planning.
* Responsible for undertaking periodic market survey in the local market in order to compare the marketing strategies of our hotel.
* Responsible for preparing all relevant management reports and analysis related to Revenues, Room Nights, Occupancy Percentage, Average Room Rates etc. for review by corporate office.
* Responsible for presentation of all relevant figures, statistics, justifications for any variances in forecasts vs. actual etc. to the corporate management attended by senior decision maker.
* Responsible for preparing necessary requirements for annual budgets related to the corporate and group segments.
* Respond to audits to ensure continual improvement is achieved.
* Corporate client handling and take part in new client acquisition along with the sales team whenever required.
* Assisting in residential sales as and when required and development with strong sales prospects.
* Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements.

**Cygnett Inn Krishna – Nepal - Cygnett Hotels & Resorts Pvt. Ltd. - August 2016 till April 2017 – Food & Beverage Manager and promoted from April 2017 till October 2018 as Operation Manager**

* 120 Rooms Hotel with 4 Food and Beverage outlets, 2 Banquets and Conference hall, 1 Health Club, 1 Swimming Pool and 1 Casino.
* Joined the hotel from the inception at the pre-opening stage and worked through the pre-opening period until this date.
* Work directly with the Group General Manager to manage all activities of the property including sales & marketing.
* Coordinate, direct and manage the hotel sales & marketing and operations to achieve maximum profitability, ensure guest satisfaction, protect the financial aspects of business and property upkeep etc.
* Direct and manage property operations to assure optimum performance and continual improvement in the five Key Result Areas ( Guest service , Employees, Sales & Marketing, Property appearance and Profit /Financial Control)
* Consistently deliver results that contribute to the mission and overall success of the hotel by accomplishing performance objectives focused on business revenues, guest and associate satisfaction and effectiveness and efficiencies.
* Oversee the guest service function to ensure corrective and timely action is taken to resolve guest complains and ensure that superior guest service is delivered at all times.
* Sell hotel guest rooms, catering service and banquet facilities through direct client contact to maximize total rooms revenues, F&B revenue and profits.
* Negotiate guest room rates, meeting room rental, function space, and hotel services within approved booking guidelines.
* Confirm in writing to the client all requirements via sales contract.
* Attend and present the Hotel at various trade shows such as ATM, Hotel Show, BTM etc.
* Respond quickly to guest request in a friendly manner.
* Work with local Tour Operator and Travel Agents to increase the Tourist Business.
* Created and regularly update the hotel website to appeal to international and local clientele to gain hotel awareness.
* Prepared the contracts for the Travel Agents and Tour Operators.
* Prepared the Annual Revenue Budget for Rooms & F&B and BOH in co-ordination with the Corporate Head Office and Group General Manager.

**Hotel Dynasty– Guwahati, India - June 2015 till July 2016 as Food & Beverage Manager**

* 86 Rooms Hotel with 3 Food and Beverage outlets, 6 Banquets and Conference hall, 1 Health Center with Spa.
* Supervise operation and handling of all food and beverage outlets for galley area.
* Monitor and ensure fulfillment of company’s specified projects and maintain regulatory board of Public Health department for better output.
* Develop and ensure proper surveillance of food and beverage supply units using subsidiary wings.
* Administer all food and beverage facilities and ensure optimal cleanliness and safety procedures in efficient working.
* Assist various departments in selection process and provide guidance to staff members according to company’s rules.
* Monitor all local sanitation and healthcare systems to satisfy customers.
* Maintain an inventory for all food and bi monthly liquor.
* Analyze and utilize various management tools to update expenses and fix bi-weekly wages for Food & Beverage Department.
* Perform regular investigation concessions and bars to standardize sanitation and janitorial services plus direct closing of bars in time.
* Monitor and enhance efficient upkeep of storage by cleaning and sweeping away rotten food stuff.
* Supervise all ensure resolution of customer’s grievances in systematic way.
* Prepare weekly work schedule as per hotel requirements in assistance with restaurant employees.
* Maintain efficient franchise hotel standards to provide restaurant facilities.
* Maintain personal records of working staff for restaurants and provide efficient maintenance.
* Maintain knowledge on all fire protection and preventive measures during emergency.
* Ensure compliance to all company rules in pertinent areas.

**Hotel Celesta - A Unit of Sremon Hotels Pvt. Ltd. – Kolkata, India - September 2013 till May 2015 as Food& Beverage Manager**

* 62 Rooms Hotel with 3 F&B outlets, 2 Banquets and Conference Hall, 1 Health Club and 1 Spa
* Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards.
* Preserve excellent levels of internal and external customer service.
* Design exceptional menus, purchase goods and continuously make necessary improvements.
* Identify guest’s needs and respond proactively to all of their concerns.
* Lead F&B team by attracting, recruiting, training and appraising talented personnel.
* Establish targets, KPI’s, SOP’s schedules, policies and procedures.
* Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork.
* Comply with all health and safety regulations.
* Report on management regarding sales results and productivity.

**Ramee Rose Hotel– Ramee Group of Hotels & Resorts –Dubai, UAE - September 2010 till March2013 as Bartender (Rock Bottom Cage)**

* Supervise staff development, performance, and evaluations including staff disciplinary actions and corrective meetings. Document outcome in writing. Whenever possible, request that attendees sign off in agreement of outcome notes. Hold annual staff evaluations and short evaluations.
* Complete staff schedules one month in advance. Submit weekly to General Manager. Maintain open communication between supervisors and employees.
* Schedule and lead trainings and mandatory staff meetings.
* Shift supervision of daily cash flow, sales, checks, and balances: supervise monthly goals for all departments. Ensure that daily plans lead toward end-of-month success for profit center departments.
* Maintain updated employee personnel files.
* Attend management meetings, trainings, and staff meetings at each site as requested by general manager.
* Ensuring all health and safety standards are met.
* Supervising cash flow and handling bank-related duties.
* Overseeing the day-to-day operation of the nightclub.
* Responsible for producing creative promotions.
* Managing food and beverage inventory and sales.
* Handling customer concerns and complaints.
* Bookkeeping and managing payroll.

**Shisha –PDK Shenaz Hotels Pvt. Ltd–Kolkata, India - November 2007 till July 2010 as Night Club Supervisor**

* Recruiting, Training, and scheduling staff.
* Ensuring all health and safety standards are met.
* Supervising cash flow and handling bank-related duties.
* Overseeing the day-to-day operation of the nightclub.
* Producing creative promotions.
* Managing food and beverage inventory and sales.
* Booking entertainment.
* Handling customer concerns and complaints.
* Bookkeeping and managing payroll.

**Regent Palace Hotel– Ramee Group of Hotels & Resorts- Dubai – UAE - February 2005 till October 2007 as Bartender (Rock Bottom Cafe)**

* Responsible for charge of the overall bar area and reports to the bar manager
* Prepare alcohol or non-alcohol beverages for bar and restaurant patrons
* Interact with customers, take orders and serve snacks and drinks
* Assess customers’ needs and preferences and make recommendations
* Mix ingredients to prepare cocktails
* Plan and present bar menu
* Check customers’ identification and confirm it meets legal drinking age
* Restock and replenish bar inventory and supplies
* Stay guest focused and nurture an excellent guest experience
* Comply with all food and beverage regulations

**Taj Fisherman’s Cove Resorts and Spa – Taj Group of Hotels & Resorts - Chennai, India - September 2001 till December 2004 as Head Bartender ( Team Leader )**

* 152 Rooms with 19 luxury villas, 4 F&B outlets, 3 Banquet & Conference Hall, 1 Spa and 1 Swimming Pool with full F&B service.
* Assumes 100% responsibility for quality guests’ experience
* Take orders from guests and beverage orders from servers.
* Prepare and serve alcoholic and non-alcoholic drinks consistent with the Restaurant’s standard drink recipes.
* Learns the names and personally recognize our regulars.
* Prepare garnishes for drinks and replenish snacks for bar patrons.
* Maintains bottles and glasses in an attractive and functional manner to support efficient drink preparation and promotion of beverages.
* Present drink menus, make specific recommendations and answer questions regarding beverages.
* Maintain cleanliness in all areas of the bar including counters, sinks, utensils, shelves and storage areas.
* Assist the restocking and replenishment of bar inventory and supplies.
* Notify Dining Room Supervisor or manager-on-duty any time a guest is not IOO% satisfied with their experience

**Legacy of China – Mumbai, India - May 1999 till July 2001 – Bartender**

* Greet customers as they enter the establishment.
* Take beverage orders from guests.
* Ensure timely delivery and presentation of food and beverages to guests.
* Suggest additional menu items to compliment a guest’s meal.
* Use cash register and count change.
* Prepare shift audit at end of shift.
* Maintain safety & cleanliness of workspace.
* Serve guests in friendly manner and encourage repeat patronage.
* Timely filing of paperwork and the closing stock.

**PROFESSIONAL QUALIFICATION**

* Diploma in Hotel Management & Catering Technology from IIBM - India
* Professional Bartender Program, from Stir Academy - Mumbai
* Have done Basic Safety Training by Bulgarian Maritime Training Center from. Dubai, UAE
* Certified an Introductory Course of Wine from African & Eastern, Dubai, UAE
* Certified the Bartending Academy from Cocktail Academy of International Free Style Bartending Training Center, Dubai, UAE
* American Whiskey Appreciation & Mixology Seminar, Kolkata

**Computer Literacy: -** Familiar with various PMS systems - Showman, Fidelio, IDS, Win HMS, Inkeys etc. also posses excellent working knowledge in MS Office, Excel, Power Point , Internet etc..

**SUMMARY OF OTHER PERSONAL ATTRIBUTES**

* Over 18 years experience in the hospitality industry in Food &Beverage, Rooms, Sales & Marketing and Overall Operations.
* Exceptional ability to communicate both verbally and written, effectively with guests, vendors and co-workers
* Strong ability to read, write and speak English, Hindi, Bengali and Odia.
* Remarkable ability to identify and resolve problems in a timely manner develop alternate solutions and use reason even when dealing with emotional topic.
* Great ability to manage difficult or emotional customer situation, respond promptly to customer needs and respond to requests for service and assistance.
* Proven ability to build positive team spirit.
* Profound ability to delegate work assignments provide recognition for result.
* Strong ability to look for ways to improve and promote quality demonstrates accuracy and thoroughness.
* Ability to prioritize and plan work activities.

**PERSONAL DETAILS**

Father's name            : Mr. Birendra Nath Maity

Permanent Address : Aditya Apartment - 2, GA -79, Narayantala West, Baguiati, Kolkata 700101

Date of birth               : 14th April 1978

Nationality                  : Indian.

Languages known      : English, Hindi, Bengali and Odia

**PASSPORT DETAILS**

Passport No: J3269783

Date of Issue : 07/11/2010

Date of Expiry: 06/11/2030

Place of Issue: Kolkata

