**PRANAB CHAKRAVORTY**

**DOB- 26th January 1973**

**Hand Phone – +91 7607102407; 9450844464**

**E-Mail –** [**chacco4u@yahoo.co.in**](mailto:chacco4u@yahoo.co.in)**;**

**Address – 14E/3 Naktala Road, Ashirbad Apartment**

**Naktala, Kolkata-700047**

****

**Professional Overview**

* A dynamic professional with **over 23 years** of extensive experience in General Administration, F & B Operations, Customer Relationship Management & Human Resource Management.
* ***Presently working with HOTEL LEVANA; LUCKNOW as General Manager***
* Adept at handling HRD functions such as manpower planning, confirmation & promotion
* An expert in managing general administration functions; facility management involving housekeeping, environment & up-keeping & maintenance.
* Proven ability of delivering value-added customer service and achieving customer delight by providing customised products as per requirements.
* Proficient in menu planning, operations management & maintenance of a hygienic environment.
* A keen communicator with strong relationship management, organizational and leadership skills.

# CAREER OBJECTIVE: -

* To assist the organization in achieving the targeted goals by imparting continuous innovation and excellence in services resulting in exceeded guest expectation and thereby becoming a successful hospitality icon.
* Looking for a suitable opportunity in the world where in I can utilize my sense of

creativity by enchasing on my years of learning & effort of self- Promotion thereby enhancing the product & service Standard of the Hospitality Industry.

# Operations Management

* Reorganizing & controlling Food and Beverages cost Control, inventory control & overlooking excise.
* Overseeing office administration, reports and returns, correspondence with higher authorities, allocation, and maintaining co-ordination between departments for efficient functioning, with a hands on expertise of the financial accounting for the organization.
* Organizing Get-togethers, Business meals, Formal Meetings, Parties & all other activities pertaining to the hospitality division.
* Monitoring & coordinating with the allied departments & liaising with the maintenance team for high standards of maintenance.
* Ensuring maintenance of par stock of all requirements for trouble free operations & making advance requisitions of all critical items & timely procurement of the same.

# Guest Relations Management

* Ensuring customer service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving their issues.
* Overseeing that all the requirements of the clients are met on time & high quality services are provided to attain high customer satisfaction.
* Evaluating guest comments and relate them to the quality chart and make necessary changes.

# Man Management

* Overseeing implementation of HR policies for manpower planning, confirmation, promotion & increment of staff.
* Selecting staff, handling analytical performance of the staff, conducting classes, maintaining highest possible standards for catering & allied services & undertaking periodic review of the staff.
* Handling the development and administration of performance management programs in the organization, including periodic performance reviews and appraisals for all staff members.

**WORK EXPERIENCE:-**



* **workING with Hotel LEVANA, lucknow AS General MANAGER since Mar 2016**

**JOB PROFILE**

* Handling the smooth operation of the hotel with 66 keys and its 04 F&B units.
* Delegating and supervising procedure of the Standard Operational Procedure
* Controlling day to day activities
* Responsible for maintaining all standard operating procedures relating to hygiene and cleanliness.
* Coordinate all activities among various departments and the HOD’s
* Ensuring that guests are satisfied with their dining experience..
* Generally must be responsible for all the administrative of running the business, including, monitoring staff performance and training in coordination with the HR Manager with a strength of 110 team members.
* Controlling and supervising the budget of Hotel and was been responsibly generating a revenue of 14 Crore and above annually.

# Handling all day to day operation requirement of the hotel and actively handling the role of the General Manager.

# Responsible for the upcoming project of the second hotel in the same group and its requirement in various field of manning, procurement, liasioning, design approval, menu design etc.

# Accomplishments

* Earned guest recognitions over in the town for operating the most popular lounge EOS BAR & BISTRO.
* The hotel is ranked as to be 11th in the Trip Advisor for Lucknow City among the 117 hotels.

****

* **associated with hangla’s restaurants pvt ltd, mumbai AS A general MANAGER operations since oct 2015 TO MAR 2016**

**JOB PROFILE**

* Handling the launch and operation of twelve fast food outlets in two major cities of India and standardizing its business for Mumbai and Kolkata with a revenue generation of 6 Crore and above annually.
* Delegating and supervising responsibilities of the Standard Operational Procedure
* Controlling day to day activities
* Responsible for maintaining all standard operating procedures relating to hygiene and cleanliness and revenue generation.
* Finalizing on Menu planning and doing the pricing according to the city.
* Facilitate coordination of all activities among various departments, such as kitchen, dining rooms, stores, vendors & outlets.
* Ensuring that guests are satisfied with their dining experience, reviewing the online feedbacks and taking necessary steps.
* Supervising the inventory and ordering of food equipment, supplies and arrange for the routine maintenance and preservation of the various areas and its equipment and facilities.
* Generally must be responsible for all the administrative of running the business, including, monitoring staff performance and training them. Responsible working with a team of 60 team members and 18 managers.
* Controlling and supervising the budget and ROI.

# Ensuring strategical study for the business growth.

****

* **workED with BEST WESTERN PLUS LEVANA, lucknow AS A FOOD & BEVARAGE MANAGER since Jun 2011 TO OCT 2015**

**JOB PROFILE**

* Handling the launch of the hotel and its 06 F&B units.
* Delegating and supervising responsibilities of the Standard Operational Procedure
* Controlling day to day activities
* Responsible for maintaining all standard operating procedures relating to hygiene and cleanliness.
* Bar and Restaurant menu planning and doing the pricing according to the city.
* Coordinate all activities among various departments, such as kitchen, dining rooms, bars and banquet operations.
* Ensuring that guests are satisfied with their dining experience.
* Supervising the inventory and ordering of food equipment, supplies and arrange for the routine maintenance and preservation of the restaurants its equipment and facilities.
* Generally must be responsible for all the administrative of running the business, including, monitoring staff performance and training with a strength of 42 team members and 03 managers and executives.
* Controlling and supervising the budget of F&B department and was been responsibly generating a revenue of 7 Crore and above annually.

# Handling staff and controlling the staffing guide according to house procedures.

# Accomplishments

* Earned guest recognitions over in the town for operating the most popular lounge EOS BAR & BISTRO.
* The hotel is ranked as to be 7th in the Trip Advisor for Lucknow City among the 45 hotels.



* **Worked with Oriental Cuisines Pvt Ltd, in Fine Dine Restaurants, Kolkata since APR 2008 TO JUN 2011 as aN UNIT Manager**

**JOB PROFILE**

* Handled the launch of the restaurant
* City scenario watch
* Delegating and supervising responsibilities of the Standard Operational Procedure
* Controlling day to day activities
* Handling issues of staff to maintain a cohesive and focused team of 20 team members and 02 managers and executives.
* Responsible for maintaining all standard operating procedures relating to hygiene and cleanliness.
* Guest meeting and guest contact.
* Maintenance of a comprehensive Customer Data Bank
* Tracking frequency of members to ensure that causes for infrequency are resolved & the likes & dislikes of the guest are maintained.
* Maintaining a perfect Liquor par stock and ensuring strict controls on cost in sync with government stipulations.
* Conducting training and workshops for staff development.
* Menu planning and execution of special events
* Preparing the Food Cost Report and Profit and Loss A/C for the Unit
* Responsible generating a revenue of 4 Crore and above annually.

# Accomplishments

* Earned guest recognitions and awards as the BEST ORIENTAL IN KOLKATA , for the restaurant awarded by Times Food Guide for consecutive three years from 2009-2011
* Earned the BEST THAI IN KOLKATA , awarded by Telegraph Food Guide , 2010



* **WORKED with P&O Cruises Ltd., Carnival Corp, UK as Restaurant Associate SINCE APR 2000 till NOV 2007.**

**JOB PROFILE**

* Ensuring adherence to proper opening procedures, maintaining course by course fine dining operation and proper closing of the shifts.
* Achieving company targets through efficient and personalized service to the customers.
* Handling various hospitality oriented activities other than food & beverage operations such as up selling of different product and services available onboard, escorting organized tours, etc.
* Worked on various luxury cruises such as Oriana, Aurora, Adonia, Oceania and Ventura
* Primarily worked at the continental a la carte restaurants
* Involved in daily operations at the specialty restaurants
* Closely dealt with Guest complaint handling
* Responsible for training new team members
* Responsible for staff allocations and rostering
* Monitoring the process of hygiene maintenance in the restaurants
* Assisting the Outlet Manager in managing the assigned outlet with a team of 8 members
* Responsible for maintenance related issues and filling the assigned outlet log

# Accomplishments

* Earned guest recognitions and nominations for the best employee.
* Completed a Basic Food Hygiene course from UK.



* **STARTED THE JOURNEY AS A F&B ASSOCIATE FROM HOLIDAY INN PUNE, AND WORKED HERE SINCE NOV 1997 TO NOV 1999**
* Worked at THE ORIENT, the Chinese specialty restaurant
* Was a part of the Club Select Lounge team, which was the exclusive club at the Holiday Inn

**JOB PROFILE**

* Look behind both bar and restaurant depending on the requirement
* Taking guests orders
* Making and posting guests bills
* Indenting and requisitioning of store items, which includes provisional stationary and beverage store
* Maintain stores and registers i.e. issue reports, stock registers, and consumption reports and inventory taking
* Maintain and respect proper reservation process
* Taking out summary reports for void kot’s and non chargeable bills
* Assisting in depositing cash at front office for the day end
* Working hands on with a team of 6 members and 2 supervisors

**ACADEMIA**

* Diploma in Hotel Management from National Institute of Hotel Management, BHUBANESWAR in the year of1997.
* A Hons. Graduate in Accountancy from Calcutta University, 1994
* Intermediate, ISC, St.Michaels School Durgapur 1991
* Secondary Education, ICSE, St.Michaels School Durgapur 1989

# Other Accolades

* Industrial Exposure at Ramada Renaissance, Goa in 1996.
* Completed foundation course on Food Hygiene, from Chartered Institute of Environmental Health, UK.
* Basic course on Safety, Security and Fire Fighting Training, from Carnival Corp, UK.
* Basic Computer knowledge.

**Major Strength and weakness**

**STRENGTH**

* Certified Departmental Trainer
* A Leader
* Positive Attitude
* Systems supervisor for Food & Beverage Service
* Exceptional staff handling skills
* Time bound execution of all tasks
* Exceptional guest relations
* Avid learner enthusiastic to master new skill set.
* Ability to train subordinates and conduct learning and development of team as a whole.
* Bar handling and beverage management
* Eye for detail with acumen for profitability and guest satisfaction,
* A team player who sets examples for others

**WEAKNESS**

* Get impatient when results do not come

**Language Proficiency**

* **Could speak, read and write *English, Bengali and Hindi.***