



Sushanta Das

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A progressive hotel management professional with over 20 years of experience in Food & Beverage Service, Hotel operations for leading Hotels & Resorts. Unique blend of creative flair and passion for food, strong business sense and engaging interpersonal skills. Strong record of streamlining operations and improving service while preserving the highest levels of quality. Natural ability to create enthusiastic, productive working environments with customer-oriented professionals. Highly skilled at performing financial analysis, troubleshooting operations and recommending effective cost controls. Develop menus, food purchase specifications and recipes. Supervise staff. Develop and monitor food and staff budget for the department. Maintain highest professional food quality and sanitation standard.

SYNOPSIS

Total work experience : 20 years.

Area of expertise : Operations, Planning and Strategy Making, P&L Accounting, Menu Development, Food Production, F&B Services, Front Office, Housekeeping, Health & Safety Procedures, Corporate Marketing, Event Management, Handling Promotional activities, Advertisement, Branding, Relationship building, Training, Team Management, Talent Acquisition etc.

PROFESSIONAL EXPERIENCE

July 2019 – Present : Associated with **TSG Hotels & Resorts**, (Port Blair, Andaman & Nicobar Islands) as **General Manager**.

Accountabilities :

- o Entirely responsible for the operations and functions of TSG Emerald View.
- o Oversee the operations of TSG Bella Bay (Dinner Cruise), TSG Grand Hotel, TSG Blue Resort, TSG Aura Resort.
- o Visited the properties on regular basis and whenever required.
- o Hold regular briefings, meetings with all HODs, General Managers & Operation Managers.
- o Ensure full compliance to Hotel and group hotels & resorts operating controls, SOP's, policies, procedures and service standards.
- o Lead all key property issues for the group including capital projects, customer service and refurbishment.
- o Handling complaints, and oversee the service recovery procedures.
- o Manage on-going profitability of the hotel and group, ensuring revenue and guest satisfaction targets are met and exceeded.
- o Ensure all decisions are made in the best interest of the hotels and management.
- o Developing improvement actions carry out costs savings.
- o A strong understanding of P&L statements and the ability to react with impactful strategies
- o Closely monitor the hotels business reports on a daily basis and take decisions accordingly.
- o Keeping regular liaison with the guests and ensure there satisfaction and feel good factor.
- o Keep track of the regular comment cards/reports and take immediate action to resolve any kind of dissatisfactions or specific problems.

- Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.
- Maximizing room yield and hotel/resort revenue through innovative sales practices and yield management programs.
- Prepare a monthly financial reporting for the owners and stake holders along with the Accounts HOD.
- 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.
- 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.
- Keep total control on the staffs and upgrade the quality of service to ensure guest satisfaction.
- Take regular briefing of the staffs along with allotting regular duties and leaves.
- Carry out staff meeting at periodic intervals & ensure motivation of the team.
- Organize and conduct periodic training programs to enhancing employees' skills, performance, productivity and quality of work.
- Conduct Training Need Identification and incorporate findings to aggregate and create an effective content where required.
- Design effective training programs for various teams and measure training effectiveness.
- Evaluating Training Programs Effectiveness Monitors enrollment and attendance at training classes.
- Makes any necessary adjustments to training methodology and/or re-trains as appropriate.
- Establishes guidelines so employees understand expectations and parameters.
- Develops specific training to improve service performance.
- Drives brand values and philosophy in all training and development activities.
- Incorporates guest satisfaction as a component of departmental meetings with a focus on continuous improvement.
- Manage and develop the Hotel & Group Executive team to ensure career progression and development.
- Provide effective leadership to hotel team members.
- 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.

PREVIOUS ORGANIZATIONS

- **March 2017 – June 2019** : Was associated with **Kyan Clarks Inn** (Sultanpur, Uttar Pradesh) as **General Manager**.
- **January 2016 – March 2017** : Was associated with **Breathing Earth Resort** (Falta, West Bengal) as **Residential Resort Manager**.
- **February 2014 – January 2016** : Was associated with **Delight Hotels Pvt. Ltd. (The Fortuna)**, (Gangtok, Sikkim) as **Manager Operations**.
- **March 2010 - January 2014** : Was associated with **Eco Nest Resort, Bali Island** (Sunderbans, West Bengal) as **Resort Manager**.
- **April 2005 – March 2010** : Was associated with **School Of Indian Hotel Management (SIHM)**, (Kalyani, West Bengal) as **Faculty (Food Production and F&B Service)**.
- **June 2002 - March 2005** : Was associated with **The Regent Hotel**, (Jamshedpur, Jharkhand) as **Assistant Restaurant Manager**.
- **May 2000 – June 2002** : Was associated with **The Regent Hotel**, (Jamshedpur, Jharkhand) as **Management Trainee**.

INDUSTRIAL TRAINING

- Undergone 22 Weeks Industrial Training in all departments in Quality Inn Aruna, Chennai.
- Undergone 22 Weeks Industrial Training in Food Production in The Park, Kolkata.

PERSONAL COMPETENCIES

- Ability to work in a fast-paced environment to set deadlines.
- Excellent oral and written correspondence with an exceptional attention to detail.
- Highly organized with a creative flair for project work.
- Enthusiastic self-starter who contributes well to the team.

IT FORTE

- Proficient in MS Office Suite (Excel, Word and Power point) and Internet.

SCHOLASTICS

- Pursuing Diploma In Photography from Federation Of Indian Photography
- B.Com from CMJ University, Meghalaya in 2012.
- Three Years Diploma in Hotel Management & Catering Technology from IIAS School of Hotel & Tourism Management, Siliguri in 2000.
- I.Sc (12th) from Cooperative College, Jamshedpur in 1997.
- ICSE (10th) from Gulmohur High School, Jamshedpur 1994.

OTHER SKILL SETS & CERTIFICATIONS

- NLP Master Practitioner
- Certified Life Coach
- Reiki Master Practitioner
- How to Master Law Of Attraction
- Everyday Mindfulness
- Meditation for Beginners
- Time Management (Complete Time Management Course Raise Personal Productivity)
- Hyper thinking
- Digital Marketing
- Facebook Marketing – Introduction To Power Editor
- Social Media Marketing
- Instagram Marketing
- ISO 22000:2018 - Elements of Food Safety Management System (FSMS)
- Corona virus - What You Need To Know
- Steps In Reopening Hotels & Restaurants During Pandemic
- COVID-19 Awareness Training & Guidelines For Food Handlers - By Food Safety And Standards Authority Of India (FSSAI) & Food Safety Training & Certification (FOSTAC)

PERSONAL DETAILS

Date of Birth : October 30, 1977
Marital Status : Married
Address : 13, Jugipara Road, Dum Dum, Kolkata - 700028, West Bengal.
Language Known : English, Hindi, Bengali, Basic French.

Date:

Signature: