



Gourab Bhattacharya

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A BRIEF SYNOPSIS

MANAGERIAL

- Strategy Planning
- Projects and Start-up Operations
- Finance and Capital Budgeting
- Business set ups/Tie-ups
- Cost Control
- Personnel Management

FUNCTIONAL

- Profit Centre Operations
- Revenue Expansion
- Sales and PR Skills
- Key Account Management
- Market Intelligence
- Demand Forecasting
- Team Management

DOMAIN

- Hospitality
- Front office and Housekeeping
- Finance and Engineering
- Food and Beverage (S)
- Vendor Management
- Statutory Compliance
- Quality Assurance
- Overall Governance of Hotel
- Spa and Health Club

- An astute and result oriented professional having over 20 years of extensive experience in managing Profit centre operations and Commercial affairs. Ability to envision and create successful outcomes in multicultural environment.
- Hands-on experience in monitoring the overall functions of processes handled; identifying improvement areas within the team and implementing adequate measures to maximize customer satisfaction level.
- Maintaining QAE/QPR audits across property to handle standards of delivery. Understanding of Employee engagement scores via Kenexa. Working with KRA and KPI indicators along with across departments to ensure 100% commitments are assured with entire team.
- Comprehensive understanding of P & L generating best profits. With keeping high track in forecasting property demand, proficiency in developing and streamlining systems in proven ability to enhance operational / administrative effectiveness and meet goals within the cost, time and quality parameters with Brand promise.
- A keen strategist with expertise in setting up projects and start up functions & managing entire operations with key focus on ensuring optimal utilization of resources. Attained insightful experience in establishing hotels, did project hotels in **Jeddah, Bahrain, Dubai, Mysore and Pune**.
- Expertise at handling Full charge responsibility of Hotel Operations along with managing the financial and material aspects.
- Skills in developing relationships with key clients/decision makers in target organizations for revenue. Adept in expanding the revenue base in the market. Ensured successful ramp up of business assignments. Expertise at high online conversations with great visibility focus, sentiment analysis and revenue score card trend.

CAREER HIGHLIGHTS

General Manager Operations and Development with SPS Hospitality, West Bengal, India.

November'2018 till date

Rooms Division Manager with Pre-Opening Radisson Blu (Radisson Hotel Group) Pune Hinjawadi, India.

June '2015 to December' 2017

Rooms Division Manager with Pre-Opening Country Inn & Suites by Radisson, (Radisson Hotel Group) Mysore, India.

November '2011 to November'2014.

Executive Housekeeper with The Zuri White Sands, Goa Resort & Casino, Goa, India. (Selected for a development program for Director of Rooms)

March '2011 to October '2011

Executive Housekeeper with Pre-Opening Elite Grande, Bahrain.

August '2006 to August '2010 (From 2009 used to handle FO operations as well)

Assistant Executive Housekeeper with Hotel Royal Orchid Central, India.

May '2005 to July '2006

Housekeeping Executive with Grand Ashok Bangalore (Lalit Ashok Bangalore), India.

January'2004 to April'2005

Housekeeping Supervisor & Housekeeping Training In-charge with Pre-Opening Jeddah Hilton, K.S.A.

March '2001 to May '2003

THE KEY DELIVERABLES



**General Manager Operations and Development
SPS Hospitality, West Bengal, India**

- Defined what excellence will mean in the business and converting those broad aspirations into measurable goals, with related strategies and plans designed to make them a reality.
- Developed & Implemented the annual plan using the Business Excellence Model framework, linking the department objectives to the units overall strategy.
- Moving beyond lip service to customers by placing them firmly at centre of everything we do.
- Genuinely treating employees as stakeholders in the business and recognizing that success is ultimately achieved through them.



Rooms Division Manager

Radisson Blu Pune Hinjawadi (Pre-Opening), India (Radisson Hotel Group)

The Property:

An Upper Upscale (5 Star) Hotel having 151 Rooms along with Suites

Managed by Radisson Hotel Group

Six F&B outlets, Swimming pool, Gym, Executive Lounge, SPA.

- Conferred NPS Star (Guest Satisfaction Index) in RHG India HR Conference for the year 2017.
- Ensure implementation of all Brand Service Concepts as per Brand Matrix and Standards of Service & Operations.
- Was responsible for making entire operational purchase orders along with owner's representative and purchase manager.
- Establish monthly pre-opening reporting.
- Review of FF&E (Furniture, Fixtures and Equipment) items with Technical Services.
- Played a vital role to open all the **F&B outlets**.
- Prepared Pre-opening Budget.
- Co-ordinate completion dates and turnover of all areas with construction site manager / project manager.
- Tracking of competitor price and yield strategies: Daily tracking of rate movement for the next 90 days, tracking of corporate & group accounts.



Rooms Division Manager

Country Inn & Suites by Radisson (Pre-Opening), Mysore, India (Radisson Hotel Group)

The Property:

An Upper Upscale (5 Star) Hotel having 130 Rooms along with Suites
Managed by Radisson Hotel Group
Six F & B outlets, swimming pool, Gym, Club Lounge, SPA.

- Awarded Hotel of the year in Bangkok at the Asia Pacific Carlson Rezidor Business Conference 2015.
- Managed great jump on the overall Revenues and Room Nights sold by 32% with RevPar growth of 28% in 2014.
- As Rooms Division Manager handled Front Office, Sales, Housekeeping, Engineering, Security, Health Club and SPA effectively with desired standardization.
- Played a vital role to open **SPA** and **F&B outlets** such as **PB&G (Pool Bar and Grill), SPICE, MOSAIC, and LOUNGE.**



Executive Housekeeper

The Zuri White Sands, Goa Resort & Casino, Goa, India.

The Property:

An Upper Upscale (5 Star Deluxe) Hotel spread across 37 acres having 154 Rooms along with Suites, 6 Restaurants & Bar, Banquets, Spa, Health Club, Casino.

- Expertise at handling Full charge responsibility of Rooms Division Operations along with managing the financial and material aspects.
- Selected for a development program for **Director of Rooms.**



Executive Housekeeper

Elite Grande (Pre- Opening), Bahrain.

The Property:

An all 130 suites premier Upper Upscale Hotel (consist of 340 rooms).24 hours' coffee shop, Lounge Bar, banquet halls, Pool side restaurant, 24hours.Room service, gym, pool, games room, theatre, steam bath, Jacuzzi.

- Awarded as "Manager of The Year" in 2008.
- Started handling **Front Office Operations** as well.
- Entrusted with the responsibility of handling all operations in absence of the General Manager.



Assistant Executive Housekeeper

The Royal Orchid Central, Bangalore, India

The property:

An Upscale hotel consists of 130 rooms, located in the heart of Bangalore city, 24 hours' coffee shops, 24 hours' room service, 3 restaurants, 2bars, 4-banquet halls with capacity of 900 pax and other facilities.

- Refurbished the entire set up of lobby, coffee shop and bar which has been highly appreciated by the management.
- Played a key role to make the roof top restaurant "Paparazzi" one of the finest restaurants in city, for its decor, ambiance and service.



Housekeeping Executive

Grand Ashok Bangalore (At present- The Lalit Ashok Bangalore), India

The Property:

A 5-star deluxe property with 183 rooms, 24 hours coffee shop, 24 hours room service, 3 restaurants, bar, 3 banquets with capacity of 1500 pax, pool, health club facilities.

- Was recognized and appreciated for delivering exceptional service as Team Leader of the task force at owner (Mr. Lalit Suri) daughter's marriage in Lalit Goa. Handled more than 1000 VIPs.
- Successfully handled the stay of Indian cricket team.
- Made snagging and took over 65 rooms of the Hotel from project.



Housekeeping Supervisor/ Housekeeping Training In-charge

Jeddah Hilton (Pre- Opening), K.S.A

The Property:

5-star deluxe property with 414 rooms, 24 hours coffee shop, 24 hours room service, 5 restaurants, 2 pools, gym, games room, squash, bowling, steam bath, sauna, banquet halls for 5000 pax and 13 meeting rooms.

- Successfully imparted FIDEIO, Housekeeping and Front Office operation training to team members of 26 different nationalities.
- Was recognized & awarded the "Best Employee Award".
- Was recognized and appreciated for delivering exceptional service as Team Leader of House Keeping at King's daughter's marriage. Handled more than 5500 VIP's.

EDUCATIONAL CREDENTIALS

- A Graduate in Hotel Management from NIHMC Bhubaneshwar, India. (1995-1998).
- Schooling from West Bengal Council.

LANGUAGES KNOWN

- English, Hindi, Bengali

ACTIVITIES

- A Yoga proficient.
- Music devotee.
- A Portrait artist
- Sports enthusiast.

ADDRESS

- Present:** A-1001 Megapolis Sangria. Hinjawadi Phase -3, Pune. Maharashtra. Pin - 411057
- Permanent:** 3A Rainbow Plaza. Shreepally, Anandamoyee Tola, Chandannagar. West Bengal Pin- 712136.

ACTIVITIES AND CERTIFICATIONS

- Conferred NPS Star (Guest Satisfaction Index) in RHG India HR Conference for the year 2017.
- Awarded Best Business Hotel "Country Inn & Suites by Carlson" 2015 by South India Travel Awards.
- Awarded Best City Hotel in South India "Country Inn & Suites by Carlson" 2014 by South India Travel Awards.
- 2006 to 2010 was the Cricket and Soccer captain of Elite Hospitality.
- 2010, Champion of Inter Hotel Quiz competition in Bahrain.
- 2002, Champion team member of inter Hotel soccer tournament.
- Handled software programs like Fidelio, Opera, IDS, Oryx, Tesa and Vingcard.
- Visionary Leadership Course.
- Yes I can.
- People Management program.
- Selling to VITO (Very Important Top Officer) Training Program.
- Train The Trainer workshop.
- Skill trainer workshop.
- Hafle Dialock system and Onity.
- Customer Service workshop.
- Red Cross Training.
- Taski and Johnson Diversey chemical and machine handling course.
- Ecolab chemical knowledge and handling course.