



PROFILE

21 years of experience in the areas of Operations Management viz; Hotel, F&B & Sales, Business Development, P&L Management, Service Management, Cost Control & Budgeting, New Setups, Guest Servicing, Quality Assurance, Team management & Inventorycontrol

CONTACT

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SKILLS

Interpersonal
Operational
Creativity
Flexibility
Multitasker
Detail Oriented

TRAINING

Industrial Training	Delhi Oberoi
Internship	Sarovar Group
Department Trainer	Hyatt Regency
Train The Trainer	Hyatt Regency
Service Excellence	Hyatt Regency
Hyperion & Scala	Hyatt Regency
Security & Safety Training	HHI Group
First Aid & CPR training	Leonia
Resort	

IT CREDENTIALS

MS-Word/Excel/Power Point
POS, MICROS, WINHMS,
PMS

KALLOL PATRA

Hotel Manager

WORK EXPERIENCE

Hotel Manager Ramee Group of Hotels, Dubai, UAE

Nov 2020 – Present

- Assign duties to HOD's and observers performance to ensure adherence to hotel policies and established operating procedures.
- Assisting in residential sales as and when required and development with strong sales prospects
- Build strong working relationships and communications with hotel staff, HOD's and other departments to ensure maximum operation.
- Ensure effective, timely and accurate communications flow with regards to hotel policies and procedures.
- Coordinating with HOD to understand breakdown of events, including vendor management in terms of ordering of F&B.
- Corporate client handling and take part in new client acquisition along with the sales team whenever required.
- Work on community initiatives and program to develop connections and network among members.
- Ensure the objectives and goals of Brand and properly owners work together to achieve brand positioning and success.
- Perform sudden audits on rooms and other operating areas.

Hotel Manager

Oct 2019 – Oct 2020

Assistant General Manager

Dec 2018 – Oct 2019

Food & Beverage Manager

Aug 2018 – Dec 2018

Associate Director F&B

Dec 2017 – Aug 2018

Executive Assistant Manager

Feb 2009 – Dec 2017

Assistant Outlet Manager

Nov 2002 – Dec 2008

F&B Associate

Dec 2000 – Nov 2002

Ramee Group of Hotels, Manama, Bahrain

HHI Group of Hotels, Kolkata, India

Radisson Hotel Group, Gujarat, India

Vedic Village Spa Resort, Kolkata, India

Leonia Resorts, Hyderabad, India

Hyatt Regency, Kolkata, India

Sarovar Group of Hotels, Kolkata, India

EDUCATION

1994-1997	Hotel Management from NIPS School of Hotel Management
1996-1997	MS Office Certified from Webel Informatics Limited, Kolkata
1992-1994	Graduate of Commerce from Calcutta University

CORE COMPETENCIES

Profit Centre Operations
Food & Beverage Management Client
Relationship Management