

PROFILE

KAUSHIK CHAKRABORTY

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**Hotel Experience:
A Hospitality Professional
Over 25 Years**

**Hospital Experience:
NABH Trained**



Presently working with	As	Responsibilities Undertaken & Success Achieved	Duration
Anjali Estates and Developers (Corporate Office), Gariahat Road, Golpark, Kolkata– (Opposite Golpark Ramkrishna Mission, Kolkata)	Consultant (Senior Manager)	Managing the Business Development through Sales & Marketing, Managing the entire Operations of the Housekeeping, Material & Chemical Indenting, Stock Taking, Staff Management, Solution of Software & Hardware PMS /Other IT related issues, Handling the entire responsibility of Pre-opening Unit of Hotels in different locations of West Bengal as a Cluster Head of the Hotels Division.	April, 2021 Till Date

Worked with	As	Responsibilities Undertaken & Success Achieved	Duration
Charnock Hospital Pvt. Ltd. (NABL & NABH - A unit of SKM Group of Industries) at North Kolkata (Opposite VIP Haldiram and near Dum Dum Airport)	AGM (Operations)	Managing the entire Operations of the Housekeeping, Material & Chemical Indenting, Stock Taking, Linen Management (Outsourced), F&B Service to the Patient, Liaison between F&B and Dietetics Dept. F&B Production, Active Member of Hospital Infection Control Committee, Pollution Control, Bio Medical Waste & Municipal Waste Disposal, Record Keeping, Facility Management	04 Years (2017 – 2021)
The Circle Club (A unit of Space Circle Clubs & Resorts Pvt. Ltd.) – Prestigious Family Club at North Kolkata (near Dum Dum Airport)	Senior Operations Manager (Unit Head)	Managing the entire Operations of the club. Planning & Implementation of Marketing / Promotional Activities for Corporate Events & Celebration Parties. Marketing of Membership & Promotion of the Club. Relationship Management with the Members. Generate Revenue & Minimize Operating and Others Cost, Facility Management, Handling the Security Department of the club.	02 Years (2015 – 2017)
Hotel Natraj (4 Star - Down Town), Dibrugarh, Assam	GM	Managing the entire responsibility of running a 4 Star Hotel. Reports to the MD.	03 Years (2012 – 2015)
Mayfair Spa Resort, Gangtok , East Sikkim (Five Star Deluxe Luxury Resort)	AGM Accommodations	Managing the Rooms Division (Capacity:63 rooms). Responsibility includes Budget making (Revenue & Expenditure), maintaining high Occ%, ARR, Room Revenue, Attending MIS Meeting with Head Office, Creating GCA & GSI, Managing On-line Portal, Preparing Month End Report for the GM, Conducting Staff Training from time to time. Co-coordinating with F&B, S&M, H/K, GM and other depts.	03 Years (2009 - 2012)
“Floatel” (Four Star), South East Asia's only floating hotel on the Hooghly river, Kolkata, INDIA in association with the Orchid group of Hotels (Concept Hospitality Ltd. Mumbai)	Accommodations Manager	Managing the rooms division (Capacity:49 rooms) with Coffee Shop “Bridge”, Speciality Restaurant/Bar “Compass” and Banquet “State Room I & II, Promenade Deck, Concourse”. Responsibility includes Budget making (Revenue & Expenditure), maintaining high Occ%, ARR, Room Revenue, Attending MIS Meeting with Head Office, Creating GCA & GSI, Managing On-line Portal, Preparing Month End Report for the GM, Conducting Staff Training from time to time. Co-coordinating with F&B, S&M, H/K, GM and other depts..	02 Years (2007 - 2009)
Mayfair Lagoon , Five Star Deluxe (Luxury Resort) Bhubaneswar, Orissa (Corporate Office and a unit of Mayfair Group of Hotels), INDIA	Manager Lobby (F.O) & been Promoted as Deputy Manager – Corporate Sales & Marketing	Managing the Job responsibility of the total Corporate Sales & Marketing. Maintains the continuous strategic growth ratio with all Four Units. Equates the inbound Business for the Group to individual units keeping the ARR Higher with high occupancy. Maintains a continuous Corporate relationship with the Corporate Companies (Presently dealing with POSCO, South Korea; BHP Billiton, UK, Australia; NALCO, Bhubaneswar, The World Bank and others)	02 Years (2004 - 2006)

Worked with	As	Responsibilities Undertaken & Success Achieved	Duration
Quality Inn The Golden Park (4 Star, Downtown Hotel), Kolkata, INDIA	Assistant Manager – Reservations & been Promoted to Duty Manager	Hands on with fully computerized Reservation System. Attending the incoming reservation calls, feeding the data in the system (package), controlling the room allotment in Minus Position, Negotiate the Room rate with the corporate clients, up selling the accommodation. Maintaining a close liaison with S&M Dept. , Reception and Travel desk.	04 Years (2000 - 2004)
The Oberoi Palm Beach (Five Star Luxury Resort), Gopalpur, Orissa, INDIA	Front Office Assistant & been Promoted to Front Office Supervisor	Handling Reservation requests, Check in and Check outs, Settlement of bill, Handling Front Office Operations including the supervision of the telephone and fax , Night Auditing, Settling Front Office Accounts. Hands on with the Customer Care (Guest Relations)	05 Years (1995 - 2000)

- Management Training**

Trained with	As	Responsibilities Undertaken & Skills learnt	Duration
Hans Regency (Three Star, Downtown Hotel), Bokaro, Bihar, INDIA	Management Trainee	Learnt Operational & Management job of all the Departments of the hotel, Covered Front Office, House Keeping, Food & Beverage Service, F & B Production, Accounts, Computer, Telephones, Store, Security, Maintenance, etc.	01 Year (1994 - 1995)

- Industrial Exposure**

Industrial Training	Departments Covered	Duration
Great Eastern Hotel (4 Star, Down town), Kolkata, INDIA	All Operational Departments	Six Months
The Kenilworth (5 Star, Downtown), Orissa, INDIA	All Operational Departments	Six Months

- Professional Qualification**

02 Years Advanced Diploma in Hotel Management, Catering Technology & Applied Nutrition in 1994 with "A" Grade from IIAS (International Institute of Advanced Studies), Salt Lake, Kolkata.

- Basic Education**

Exam Qualified	Board/University	Year
Higher Secondary (10+2)	West Bengal Council for Higher Secondary Education, Kolkata, INDIA	1990
Secondary (10 th)	West Bengal Board of Secondary Education	1987

Computer Literacy: MS Office, Internet & PMS

- Vital Statistics**

Date of Birth	01.12.1970	Citizenship	Indian
Height	168 Cm	Religion	Hindu
Weight	65 Kg	Languages Known	English, Basic French

With Thanks and regards

Date:

Place:

(Signature of Kaushik Chakraborty)