

MRINAL KANTI GHOSH

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Career Objective:-

⇒ I am a sociable, outgoing personality with bright and positive attitude. I use my initiative and problem solving skills in order to accomplish each job to my greatest ability. I display an enthusiastic, hardworking attitude with honesty. I also enjoy interacting and socializing with guests and working in a team environment.

Educational Qualification:-

- ⇒ **Three Years Diploma in Hotel Management, Catering Technology and Applied Nutrition from Durgapur Society of Management Science** (DSMS), Durgapur, West-Bengal, India. (Year 2002-2005)
- ⇒ Passed Higher Secondary School Certificate Examination from Manmathanath High School, Barrackpore-700122, and West Bengal, India. (Year 2002)
- ⇒ Passed Secondary School Certificate Examination from Manmathanath High School, Barrackpore-700122, West Bengal, India. (Year 1999)

Professional Snapshot:-

- ⇒ I have more than **16 years' experience** with Operation and Sales & Marketing, development and maintain a comprehensive Business plan for the Property in accordance with general financial objectives and including Per-opening experience.
- ⇒ Presently associated with **Flootel-Eco-Friendly Hotel** at Kolkata, India managed by **Luxury Hotels Chain-Hotel Polo Towers Group**.
Designation: **Food & Beverage Department-HOD Operation & F&B Sales**
Managing Food and Beverage Operation and Sales & Marketing within Budget and to the highest standards and accountable for all financial decisions and attainment of greater profit.

Specialties:

#Business Development #Operations #Sales & Marketing #Revenue Management #Revenue Forecasting
#Budgeting #Banqueting #Weddings #Event #PR #Promotion #Relationship Management #Pre-Opening.

Core Competencies:-

Business Development

- ⇒ Formulating strategies and reaching out to the unexplored market segments/customer groups for business expansion.
- ⇒ Exploring new business opportunities in various segments along with concerned branches.
- ⇒ Conceptualizing & implementing plans & policies for the organization, organizing promotional campaigns and ensuring accomplishment of business goals.

Team Management

- ⇒ Recruiting, leading, mentoring & monitoring the performance of highly qualified team members to ensure process efficiency and meeting of individual & group targets.
- ⇒ Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst Team members.
- ⇒ Develop talent and executing innovative business strategies to converge brand, product and person and gain highest recall.

Sales & Marketing and Operations

- ⇒ Overseeing the Sales & Marketing operations for Food & Beverage division, MICE & Catering Sales & thereby achieving growth.
- ⇒ Identifying new streams for revenue growth & developing marketing plans to build customer preference.
- ⇒ Utilizing client feedback & personal network to develop marketing intelligence for generating leads.
- ⇒ Conducting competitor analysis by keeping abreast of market trends & achieving market share metrics.
- ⇒ Business and Revenue maximization through constant review and monitoring the channel distribution.
- ⇒ Handling the Internet Tool to get the hotel empanelled with Global organizations, MNCs, Travel Companies.

Key Account Management

- ⇒ Handling customer queries for better turnaround time and customer satisfaction.
- ⇒ Identifying prospective clients, generating business from the existing clientele to achieve business targets.
- ⇒ Interacting with the clients on a regular basis & providing provision to all their queries, complaints & handling all client relation.

Employment Records:-

- ⇒ Working as a **Food & Beverage Department-HOD Operation & F&B Sales at Floatel-Eco-Friendly Hotel** in Kolkata, India and managed by **Luxury Hotels Chain-Hotel Polo Towers Group**.
From 22nd February 2020 to till date....
- ⇒ Worked as a **Corporate General Manager Operation & Sales at The Chumbi Residency Gangtok, Hotel Mist Tree Mountain Gangtok & Mount Royal Darjeeling** managed by **Payel Group of Hotels-Mid market key focus Hotels in Pan India**.
From 10th November 2019 to 20th February 2020.
- ⇒ Worked as a **Sales & Marketing Manager East** at **Hard Rock Café** in Kolkata, India.
From 05th October 2018 to 8th November 2019.
- ⇒ Worked as a **Sales Manager** at **Ozora, M-Bar, Gold Night Club-JW Marriott & The Parking Lot** managed by **White Castle Hospitality LLP** in Kolkata, India.
From 15th May 2017 to 30th September 2018.
- ⇒ Worked as a **Food and Beverage Manager** at **Cygnett Inn Silver Leaf Hotels** in Nawanshahr-Ludhiana, Punjab, India (**Managed by Cygnett Group of Hotels**)
From 1st February 2017 to 03rd May 2017.
- ⇒ Worked as a **Banquet Manager** at **Humble UNA Smart Hotels** in Amritsar, India (**Managed by UNA Group of Hotels**) From 5th June 2015 to 29th January 2017.
- ⇒ Worked as a **Banquet In-charge** at **The Sonnet Hotel** in Kolkata, India (**This is a member of Sterling Hotel comes under Preferred Hotel Group**)
From 6th October 2010 to 15th May 2015.
- ⇒ Worked as a **Restaurant Captain** at **Floatel-Eco-Friendly Hotel** in Kolkata, India (**This is a Part of Concept Hospitality Ltd, Mumbai**) From 7th May 2009 to 30th September 2010.
- ⇒ Worked as an **Assistant Manager** at **Cafe Coffee Day** in Kolkata, India. (**This is a Part of a Subsidiary Amalgamated Bean Coffee Trading Co. Ltd**) From 11th March 2005 to 31st December 2008.
- ⇒ Completed **Industrial Training** at **Taj Residency Ummed**, Ahmadabad. From 29th September 2003 to 14th March 2004.
- ⇒ Completed **Vocational Training** at **The Golden Park Hotel**, Kolkata in Kitchen Department from 1st May 2003 to 31st May 2003.

Accountabilities:-

- ⇒ Successfully achieving and surpassing the targets in terms of revenue generated from F&B Department.
- ⇒ Maintain successful performance by increasing revenues, controlling expenses & providing a return on investment for the owner.
- ⇒ Responsible for providing an Annual sales plan and also quarterly update.
- ⇒ Responsible for achieving annual and monthly revenue objective.
- ⇒ Develop and execute plans for Hotel marketing, ODC and explore opportunities to generate revenue from other channels.
- ⇒ Planning, execution and participation in various Trade Fairs, viz. TTF, IITM, CII Destination East.....to increase visibility in the fraternity as well as the Corporates & Travel Agents as well as other business segments.
- ⇒ Identify MICE potential accounts and business.
- ⇒ Expertise in session management in the Banquets and ensuring optimum yields in terms of revenue and footfall.
- ⇒ Maintaining and developing relationships with exiting corporate clients via meeting.
- ⇒ Analysis local market trends and competitor activity to identify new business leads.
- ⇒ Prepare company contracts for the hotel in accordance with current business and pricing conditions.
- ⇒ Handle all inquiries and ensure timely follow up on the same business day.
- ⇒ To co-ordinate with all large groups meeting/banquet planners their specific group requirements with the services & facilities offered. This includes proposals, contracts, estimated and actual function statements. With banquet or conferences, the Chef is to be included in food related discussions.
- ⇒ To assist in menu planning and pricing & ensure quality of food ingredients.
- ⇒ Participation and input towards Hotel Marketing activities.
- ⇒ Hands on in designing tailor made hotel packages to cater to the different and varied Market segments.
- ⇒ Exploring new business opportunities in various segments along with concerned branches.

Highlights:-

- ⇒ Brand positioning of The Outlet through aggressive media (print & electronic) activities. Food festivals & promotions which were extensively covered by the media. Creating opportunities for Offbeat and surrogate media promotions

IT Exposure:-

- ⇒ Working knowledge of computers in Ms-Office (Word, Excel, PowerPoint)
- ⇒ Conversant in using Outlook & Internet
- ⇒ Conversant in using in Shawman PMS, IDS Fortune (4.1 and Next 6i) PMS

Certifications & Achievements:-

- ⇒ To participate Regional Barista Championship Cafe Coffee Day, 2006-2007 & Café Coffee Day Promoted to the position Of a Brew Master from 1st August 2006.

Personal Profile:-

- ⇒ Date of Birth: 10th July 1983
- ⇒ Date of Anniversary: 08th May 2016
- ⇒ Languages Known: Bengali, English and Hindi.
- ⇒ Hobbies: Cooking, Spending time with Family.