

PRADEEP BANERJEE

HOTEL OPERATIONS

Contact

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Skills

Train The Trainer

Organized and detail-oriented Vice President with 24 years of experience in Hotel Operations. Skilled defining financial capabilities through effective forecasting, projections, volume, operational functions . Proven ability to design and implement optimized practices for increasing productivity and profitability. Distinguished leadership skills with commitment to increasing customer satisfaction.

* Successfully Opened 18 Resorts with Vast Experience of Resort Opening and setting Standard.

Work History

2017-04 -
2020-05

Vice President - Operations

Sterling Holdiay Resorts Ltd, Mumbai, Maharastra

- * Overseeing Internal/External operations, helping to build strong customer relationships, maximising the company's operating performance, and helping to achieve the company's financial goals.
- * Establishes **hotel** department goals, objectives, and strategic planning and provides direction, guidance, and support to ensure the successful operation of the **hotel** department, including promoting excellent guest/team member relationships by reacting promptly, efficiently, and courteously to all guest and associates.

2014-04 -
2017-03

Cluster Head

Sterling Holiday Resort Ltd, Goa, Goa

- * In-charge of **Operations** for multiple Resorts in Western Region and will be the point of contact between General Manager, Regional **Manager & Head Office**. **Working** closely with the team and will focus on strategy as well as be responsible for tactical implementation.
- * To meet Revenue Financial Targets through a World class Sales and Service Management system and within established product programs through the set of Resorts assigned.
- * Responsible to manage property *operations* on a day to day basis of all the Properties , Coordinates, directs and manages the staff and everyday *hotel operations* to achieve the Goal & Standard.

2010-03 -
2014-03

Corporate Housekeeper/Operation Manager

Sterling Holidays Resorts India Ltd, Chennai, Tamil Nadu

* Responsible for cleanliness, orderliness and appearance of the entire Properties. Ensure that Hygiene and Cleanliness are maintained as per company standard. Prepare Annual Housekeeping Budget for Entire Resort in a Company , Maintain par stock of guest supplies, cleaning supplies, Ordering linen and uniform for the Company.

***. Successfully Opened 14 Resorts in Sterling Group with all aspects in Terms of Operation and Set up.**

2007-11 -
2010-03

Executive Housekeeper

Zuri Hotel Resorts Ltd, Goa, Goa

Administer all housekeeping and all laundry facilities and ensure secure environment for all guests.

Schedule all work for weekends and evening hours and assist Manager on Duty to prepare schedule for staff and organize an efficient everyday care of all buildings and public area and ensure cleanliness of all officer areas efficiently.

Monitor and ensure response to all client requests and maintain company standards in all work at all times.

Administer efficient working of all housekeeping department at all times and supervise all work and ensure compliance to all operational standards and organization regulations.

Monitor all sub activities for departments and maintain records of all expenses and control all costs for department and recommend ways to increase efficiency.

Design all housekeeping policies and procedures according to required standards and schedule all rotational duties for staff.

2006-09 -
2007-09

Assistant Housekeeper

Hyatt Regency - Formerly Known As Ista Hotels, Bangalore, Karnataka

* Successfully Opened Hyatt Regency - Formerly Known as Ista Hotels.

*Responsible for planning, organising, and developing

of the overall operation of the housekeeping department in accordance with Housekeeping standards and guidelines along with assuring the highest degree of quality guest care is maintained at all times.

2001-01 -
2006-09

Housekeeping Executive

Ananda In The Himalayas- Formaly Known As Mandarin, Rishikesh, Uttarakhand

- * Successfully Opened Ananda in the Himalayas - Formerly Known as a Mandarin Oriental.
- * Supervise work activities of cleaning personnel to ensure clean, orderly, and attractive rooms in hotels. Assign duties, inspect work, and investigate complaints regarding housekeeping service and equipment and take corrective action. Assist Purchasing housekeeping supplies and equipment, take periodic inventories, screen applicants, train new employees.

1997-10 -
1999-12

Housekeeping Coordinator

Rajvilas - (An Oberoi Hotels & Resorts), Jaipur, Rajasthan

- * Successfully opened Rajvilas - (An Oberoi Hotels & Resorts).
- * Follow the standard operating procedures. Attend to guest requests /guest complaints in the area assigned. Cleanliness and maintenance of work area. Maintain housekeeping carts and inventory.

Education

1999-12 -
2003-01

Bachelor Degree in Hotel Management

SBIHM - Kolkata

1991-01 -
1994-04

Bachelor of Arts

Osmania University - Hyderabad

1990-04 -
1991-03

Associate of Arts

Kendriya Vidyalaya - Kolkata

Accomplishments

Completed Train the Trainer Programme from Mahindra , Radisson Resorts.

Completed various Training from Oberoi's, Ananda in the Himalayas.

Completed and Implemented HK SOP for Ananda in the Himalayas, Sterling Holidays Resorts.

Successfully Opened individually 18 Resorts.

Successfully done Highest Sales Forecast for the Company through Getting Contract from INS Vikramaditya. Handled individually and taken care of the All Russian Guest including Indian Navy. Looking after their Accommodation and Logistic.

Certifications

First Aid/CPR Certified

Train the Trainer Programme

Playing & Watching Cricket/ Travelling new Destinations

Love to watch and Play Cricket as represented Various School Level for Cricket tournaments.

Love to Travel new destination, meeting new people and to know about their culture and preferences