



SUKOMAL SARKAR

Hotel General Manager

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PERMANENT ADDRESS: E305, DIVYA ENCLAVE, Vikasnagar road no.2, HESAG, Hatia, Ranchi-834003

Desire the position of **Hotel/Resort General Manager**, to contribute experience and skills in effective management of front-of-the house, back-of-the house operations and sales goals

SUMMARY

- ❖ 23 years of experience in hotel industry, 10 years as GM, 8 years as HOD-F&B
- ❖ Hands on experience on major operating department of a hotel e.g. food & beverages, front office, housekeeping, food production, etc.
- ❖ Knowledge of online reputation management, social media management, revenue management, etc.
- ❖ Financial result analysis, p&l, MIS, budgeting.
- ❖ Brand management, Marketing and sales, digital marketing.
- ❖ Expertise in managing guest relations, building relationships with the staff, and manage them at all levels
- ❖ Leadership skills with the ability to create a customer focused environment through training and development of staff
- ❖ Positive and proactive with effective communication, organizational and administrative abilities necessary to deal with large guest orders, including banqueting and special events

SKILL SET

<ul style="list-style-type: none">❖ Hotel & resort operations❖ Pre opening operations❖ SOP's implementation❖ Food & beverage operations❖ Large banquets & events management❖ Social media management	<ul style="list-style-type: none">❖ Online rate & inventory of rooms❖ Online reputation management❖ Business development❖ Brand management❖ P&L analysis, budgeting❖ Management Information Systems
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COMPUTER SKILLS

- ❖ Conversant with PMS – IDS NEXT 6i, WINHMS, MICROS, MS Office, Excel, Power Point
- ❖ Costing and Pricing Techniques
- ❖ Pursuing online course on Google analytics, web development, digital media marketing

EDUCATION

Bachelor of Science degree (Regular) from Burdwan University, West Bengal (1991-1994)

CERTIFICATION

- ❖ **3 years Diploma in Hotel Management & Catering Technology** from IHM Kolkata (1994-1997)
- ❖ **Supervisory training** certificate from Andhra Pradesh Productivity Council
- ❖ **Train the trainer** certificate from Choice Hotels India

TRAINING

Successfully completed 22 weeks vocational training at Hotel Airport Ashok (5 star hotel), Kolkata in Food Production, Food & Beverage Service, Front Office, Housekeeping and Flight Catering Unit in 1995-96

LANGUAGE SKILLS

English, Hindi, Bengali – native

Telugu & Oriya - spoken

WORK EXPERIENCE

Tenure	Position	Duration	Organization
Feb 2021 onwards	General Manager	Working here	Morpho Hotel Calangute, GOA
Dec 2017 – Jan 2021	General Manager	3 yrs 2months	Meridian Bay Resort, Spa & Conventions Centre
Mar 2016 - Nov 2017	VP - Operations	1 yr 9 months	SA Hotels, Bangalore
May 2013 - Feb 2016	General Manager	2 yrs 10 months	Best Western Premier La Marvella, Bangalore
Jun 2012 - May 2013	General Manager	1 yr	Auromatrix Hotels Pvt. Ltd., Chennai
Mar 2010 - May 2012	General Manager	2 yrs 2 months	Best Western Premier La Marvella, Bangalore
Oct 2003 - Feb 2010	EAM – F & B	6 yrs 4 months	Best Western Amrutha Castle, Hyderabad
Jan 1999 - Sep 2003	Asst. F & B Manager	4 yrs 9 months	Daspalla Group of Hotels Ltd., Visakhapatnam
Mar 1997 - Dec 1998	Management Trainee	1 yr 10 months	Dolphin Group of Hotels Ltd., Hyderabad

KEY RESPONSIBILITIES

- ❖ Direct, coordinate and manage hotel & resort operations
- ❖ Business development
- ❖ Responsible for guest satisfaction management, guest retention
- ❖ Ensure the quality product and service delivery to all the guests
- ❖ Resolve complaints accordingly
- ❖ Employee retention, handling grievances
- ❖ Assist HR in recruitment, training and development of the employees
- ❖ Develop, implementation of SOP's
- ❖ Prepare the marketing plans for various cost centers
- ❖ Maintain healthy business relations with corporate and individual guests
- ❖ Generate and submit MIS in front of board of directors with explanations and future proposals
- ❖ Additional responsibility of online reputation, social media management for the hotel & restaurant
- ❖ Additional responsibility of online rates, inventory management for the hotel rooms

ACHIEVEMENTS

- ❖ Achieved highest hotel revenue at Best Western Premier La Marvella in May 2014
- ❖ Scored highest points among all Best Western hotels in India at quality assurance audit in 2011
- ❖ Food & Beverages sales goal at Daspalla Executive court in 2002
- ❖ Received many appreciation letters from management from time to time for rendering services and hospitality to different individuals, groups and companies

PRE OPENING EXPOSURE

- ❖ Best Western Premier La Marvella, Bengaluru launched in 2010
- ❖ Comfort Inn Daspalla Executive Court, Vishakhapatnam
- ❖ Tycoon & Heritage restaurants in Visakhapatnam

AVAILABILITY

- ❖ Notice period of 30 days

PERSONAL DETAILS

DATE OF BIRTH: 22.02.1973

MARRITAL STATUS: MARRIED

RELIGION: HINDUISM

NATIONALITY: INDIAN

REFERENCES

- ❖ Mr.Sandeep Nanda, VP, Choice Hotels India +91 9810802552, sandeepnanda@choicehotelsindia.com
- ❖ Mr.Vikas Ahluwalia, National Head, Zone by The Park +91 95362 44444, vikasahluwalia123@gmail.com
- ❖ Mr.Partha P Nag, Resort Manager, The Amaya Resort +91 7087406901, resortmanager@amayanh6.com