

PROVAT BHATTACHARYYA

APPLIED FOR GENERAL MANAGER



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Objective

Effective and communicative General Manager With 10 Years of Professional experience in a dynamic environment. Eager to help The Bellevue Hotel ensure seamless daily operations and offer experience exceeding guest expectations. In previous roles boosted annual revenue by 30% and improved the hotel's Tripadvisor rating by 1.2 points on a 5-point scale.

Work experience

GENERAL MANAGER

Hotel Eden Karwar 2023-present

Safariland Villa Resorts, Masinagudi, Nilgiris

2019-2023

Interviewed, Selected, Coached and supported associates, Ensuring they performed in accordance with the established Hotel/Resorts standard and values. Preparation of forecasts and reports to owner as well as in the

development, Implementation, Resolved customer complaints, And anticipated

potential problems by reviewing and monitoring operational issues, Business flow, and associate performance.

Co operated with the sales staff to discuss and implements alesstrategies to improve occupancy levels and revenues.

Created specific, Measurable, Achievable, Realistic, And timely action plans to remedy guest service deficiencies.

Key achievements:

Slashed the number of customer complaints by 50% through ensuring that staff followed customer service guidelines. Improved hotel rating on Trip advisor from 3.5 to 4.7 with in a single year.

Resorts Operation Manager

2019-2020

Hired, trained, developed, Measured performance, Disciplined, And scheduled department staff.

Led the tactical execution of strategic initiatives under the direction of division leadership promoted the hotel, Its services, And facilities while maximizing occupancy and ADR.

Processed daily reports, Reconciliations, Journals, And others. Handled guest complaints key achievements:

Exceeded guest satisfaction scores over 90% in all critical areas.

Improved customer service scores by 20% and exceeded annual sales by more than \$70K.

F &B Executive

Park Prime Hotel

Kolkata 2018-2019

Training, Development, Guest Handling, Guest Satisfaction, Inventory Management, Stock Maintain.

Senior Captain

Golden Tulip Hotel

Kolkata 2017-2018

F&b Operation, Inventory & Stock Management, Timing Management of service to the Guest, Supervising to F&b service Department.

F &B captain

Monotel Kolkata

2016-2017

Supervising of Entire F&B outlets, Report to F&b Manager, Upselling, Suggestive Selling, Briefing, Duty Roaster Maintain, Stock Maintain, Inventory Management, Guest Complain Handling.

F&B Captain

Taj Gateway (Taj Hotels & Resorts Ooty)

2015-2016

Problem solving of F&b operation, FL3 Register stock maintain, Beverages inventory management, Supervising of Bar, Guest complain Handling, Upselling, Suggestive Selling.

F &B Captain

Milestonnez

Hotel Chennai 2015

Supervising,Inventory Management, Communication,Upselling,Problem solving,time management,Duty roaster preparing of the staff,Understanding of Guest needs,Complain Handling.

Hotel OperationTrainee\

Pride Hotel Chennai

2013-2014

Learning of F&B Operation of all F&B outlets,Bar operation,Restaurant operation, Banquet and Restaurant operation,Taking care of guest Ordered and served by Properly time,Guest satisfaction,Varities of set up of the Banquet operations,also did operations of Restaurant and IRD.

F &B steward

Vista Park Hotel Gurgaon, Haryana

2012-2013

Taking care of the guest ordered,Timely served,Types of Menu,Table Set up,Tray and Trolley Set up,Guest service.

Education

BSCHMCTT(Bachelor of Hotel Management CateringTechnology and Tourism) Punjab Technical University,Kolkata(Turning Point School of Hotel Management) 2008-2011

Higher Secondary

WBBHSE(West Bengal board of Higher secondary education)

2005

Secondary

WBBSE(West Bengal Board of secondary Education)

2003

Key skills

Analytical skills

Communication

Conflict Resolution

Hotel Operations

Multi Tasking

New Business Development

Prioritizing

Problem Solving

Project Management

Time Management

Languages

English

Hindi

Bengali

French

Interest

Listening Music

Books

reading,Bike

Riding

Playing Cricket

Personal Profile

Father's Name : Mrityunjoy Bhattacharyya

Date of Birth : 11.05.1985

Nationality : Indian

Address : P.O –Masinagudi
P.S – Masinagudi
Dist. – Nilgiris – 643223
State – Tamilnadu

Declaration

I hereby declare that all the information mentioned above is true to the best of my knowledge.

Provrat Bhattacharyya