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Address

Fathers name : Mrityunjay

Bhattacharyya

DATE OF BIRTH :11.05.1985

Vill- Belpukur, Post Belpukur,

Dist- Nadia, Pin-741125, P.s-

Dhubulia, West Bengal

Education

2008 - 2011

BSCHMCTT(BACHELOR OF
SCIENCE HOTEL
MANAGEMENT)TURNING POINT
SCHOOL OF HOTEL
MANAGEMENT KOLKATA
PUNJAB TECHNICAL UNIVERSITY(PTU)
2005

WBBHSE (WEST BENGAL BOARD OF
HIGHER SECONDARY EDUCATION
BELPUKUR HIGH SCHOOL

2003

WBBSE (WEST BENGAL BOARD OF
SECONDARY EDUCATION)

BELPUKUR HIGH SCHOOL

• Expertise

HOSPITALITY, BUSINESS
DEVELOPMENT, SALES &
OPERATION

HOBBIES

PLAYING CRICKET , LISTENING
MUSIC, BIKE RIDING, BOOKS
READING, INTERNET SURFING

Language

English, Hindi

Bengali, French

Provat

Bhattacharyya

Corporate General
Manager

Effective and communicative General Manager With
15 Years Of Professional experience in a dynamic
environment with Bsc Hotel Management Degree.

Eager to help The 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 1.2 points on a 5 point scale and

Experience:

*CORPORATE GENERAL MANAGER WITH SBSH
GROUP OF HOTELS PVT LTD, HOTEL GRAND ORCHID
TIRUPATI, ANDHRAPRADESH ,*

DOJ; 11 MAY 2024 TO TILL NOW, Currently i am
working with this property ,there are 3 property i am
taking care. this is the one of the group property of
India. Total 245 keys property, with banquets &
Restaurant.

GENERAL MANAGER ROYALE SENATE HOTEL
HEBBAL, BANGALORE

DOJ : 15 SEPTEMBER 2023 TO APRIL 2024

I have Worked as a General Manager with this company,
they have 2 Hotels and both are 30 Keys property, both
property have one Dining room 95 cover and one Bar,
Room Service, Roof top sky lounge for the function , and
one Banquet 5000 sqft, the facilities are 24 hrs room
service, laundry, valet parking, function hall, Bar , sky lounge
banquet. and some Restaurants are (Shiv Sagar, Shiv Sagar
Express, The London Curry House, Thwe Asian curry House,
Pepe Verdes.

GENERAL MANAGER

HOTEL EDEN KARWAR, KARNATAKA

DOJ : 14 MARCH 2023 TO SEPTEMBER 2023

Worked as a General Manager in a 3 star category Business Hotel with 39 keys Rooms,
84 covers multicuisine restaurant & one 140 cover Banquet one business centre, 150
cover roof top Bar cum Restaurant , one bakery also available. Responsible for overall day
to day take care entire property, operation, Business Development, Training, Guest
Satisfaction, Business Development, Review, Sales Promotion I have increased The google
reviews from 4.4 to 4.7 etc

GENERAL MANAGER

SAFARI AND VILLA RESORTS , MASINAGUDI ,
NILGIRIS, TAMILNADU

DOJ ; JANUARY 2020 TO FEB 2023

Worked as a General Manager in 4 star Category Resorts with 33 & 14 & 12 Keys Rooms,
There are 3 Resorts Belongs to Same Company, i was taking care all Resorts as a (Group
General Manager). There Was 150 cover Banquet in 33 Keys Resorts, also have 1 business

saleshed the number of customer complaints by 50 % through ensuring that staff followed customer service guidelines. improved hotel rating on trip advisor from 3.5 t 4.7 with in a single

OPERATION MANAGER

SAFARILAND VILLA RESORTS, MASINAGUDI, NILGIRIS, TAMILNADU

DOJ: MARCH 2019 TO JANUARY 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 services

cores by 20 % and exceeded annual sales by more than 70 k.

F & B EXECUTIVE

PARK PRIME HOTEL KOLKATA

DOJ : 2018 TO 2019

Training, Development, Guest Handling, Guest Satisfaction, Inventory.

Management, Stock Maintain.

SENIOR CAPTAIN

GOLDEN TULIP HOTEL KOLKATA

DOJ : 2017 TO 2018

F & B operation, inventory & stock management, timing Management of service to the guests,

supervising to F & B Service Department.

F & B CAPTAIN

MONOTEL HOTEL KOLKATA

DOJ : 2016 TO 2017

GUEST SERVICE, BRIEFING , TRAINING INVENTORY , THERE IS 109 ROOMS And 2 Banquets, 1 dining

room and 1 coffee shop.

F & B CAPTAIN

TAJ HOTELS AND RESORTS OOTY (TATA GROUP)

DOJ:2015 TO 2016

Problem solving of F & B operation, FL3 Register stock maintain, register daily update,Alcoholic Beverages

inventory management, supervising of Bar, Guest Complain Handling , Upselling, Suggestive Selling,

F & B CAPTAIN

MILESTONNEZ HOTEL CHENNAI

DOJ : 2015

Supervising, inventory Management, Communication , Upselling , Problem Solving, Time Management,

Duty Roster Preparing of the staff, Understanding of Guest needs, Complain Handling.

HOTEL OPERATION TRAINEE

PRIDE HOTEL CHENNAI

DOJ : 2013 TO 2014

Learned of F & B Operation of all f & b outlets, Bar Operation, Restaurant Operation, Banquet and

Restaurant operation, Taking care of the Guest ordered and served by the proper time, Guest satisfaction,

Varities of set up of the Banquet Operations , also did operation of Restaurant and Room service.

F & B GSA

VISTA PARK HOTEL GURGAON, HARYANA

DOJ ; 2012 to 2013

Taking care of the guest ordered, Timely served, Types of Menu, Table set up, Tray, Trolley Set up for the room service, guest service.

Linkdin profile: [linkedin.com/in/provat-bhattacharyya-a9852a26](https://www.linkedin.com/in/provat-bhattacharyya-a9852a26)

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- I here by declare information mentioned above is true to the best of my knowledge.

Provati Bhattacharyya