

# Surajit Banerjee



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## ABOUT ME



### General Manager (21 years' experience )

Seeking a position to utilize my skills and abilities in the Hospitality Industry that offers professional growth while being resourceful, innovative and flexible. Core competence in Guest Relations, Revenue Analysis, Service strategies, hr duties, such as attracting talent and setting training standards and hiring procedures , also analyze to improve organizational processes, and improve quality, productivity and efficiency

## EDUCATION



### Diploma, Hotel Management and Catering Technology

IHM- Kalyani

Duration : April 2001 to March 2004

Institute of Hotel Management

Kolkata, West Bengal

### 12 th Board

SMCV

Completed, March 2000

West Bengal Council of Higher Secondary

Education

Murshidabad, West Bengal

## WORK EXPERIENCE

### (21 Years )



➤ General Manager (April 2023 – Present )

➤ Operations Manager (May 2019 – March 2023 )

The Fern Hotels and Resorts , Mumbai, Maharashtra

- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality and customer-service standards; resolve problems; complete audits.
- Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures; complying with legal regulations.
- Communicate guest issues with operations team and devise ways of improving the experience, including resolving problems and complaints.

➤ Asst .Front office Manager(HOD) (March 2017 – March 2019)

Sarovar Hotels and Resorts, Bhavnagar, Gujarat

- Ensuring a smooth service sequence taking account of the service standards and the satisfaction of guests. Increasing sales by providing specialist advice and active selling.

- Ensure a consistent and convincing standard of service and maintain all the service standards. Training and Development of the staff.
- Conscientious and correct execution of the Gm instructions.

➤ **Duty Manager (June 2015 - August 2016)**  
**Taj Hotels and Resorts , Cochin, Kerala**

- Act as a 'One Point Contact' for the guest, constantly interact with guests in order to solicit feedback..
- Ensure through regular monitoring of GSTS and feedback, prompt, efficient and accurate service to all guests.
- Maintain the Log Book and effective follow up system, Check the daily arrival list and monitor all VIP movement.

➤ **Front office Manager (January 2014 - May 2015 )**  
**Lords Hotels and Resorts, Dwarka, Gujarat**

- Active contribution to service.
- Guarantee a cost conscious manner of working.
- Participate in internal meetings and training courses.
- Implement systems and procedures that achieve higher cost efficiency
- Facilitate learning and development for all the team members
- Care of guests from arrival to leaving from Hotel as per SOP.

➤ **Duty Manager (April 2010 - October 2013)**  
**Sarovar Hotels and Resorts, Siliguri, West Bengal**

- Greet the guests of the hotel at the time of Check-in & Escort to their Room.
- Attended guest problem.
- Solving queries of the customers.
- Giving suggestions to guests in terms of staying in the hotel.
- Making inventory Report &DSR.
- Making sarovar Reward and JP miles Report.

➤ **Front Office Executive (September 2006 - April 2010 )**  
**Sonnet Group Hotel , Jamshedpur, Jharkhand**

- Attended guest problem.
- Solving queries of the customers.
- Giving suggestions to guests in terms of staying in the hotel.
- Capability of doing up selling.
- Making Day-to-Day Arrival & departure List.
- Making Discrepancy Report.

➤ **Front Office Supervisor (March 2004 - August 2006 )**  
**Goldcrest Group Hotel , Surat, Gujarat**

- Making Day-to-Day Arrival & departure List.
- Making Next day pick & drop Report.
- Maintain complain register.
- Making Stock in hand Report

## TRAINING AND CERTIFICATIONS



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- Industrial training , Hotel Hindustan International , 2002
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## AWARDS AND HONORS



- ✓ Gold Level in STARS (Special Thanks and Recognition System at Taj )in the year 2015 & 2016 and so far in Gold Level based on Guest Satisfaction Tracking System at **Taj Hotels and Resorts , Cochin, Kerala .**
  - ✓ Best Revenue Achiever 2015 at **Lords Hotels and Resorts, Dwarka, Gujarat**
  - ✓ Contribution during the Covid -19 crisis and extraordinary work done
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## SKILLS



Comprehensive problem solving abilities, excellent verbal and written communication skills, ability to deal with people diplomatically, willingness to learn, team facilitator & hard worker.

## LANGUAGES



- English, ●●●●
- Hindi, ●●●●
- Bengali, ●●●●
- Gujarati, ●●●●

## COMPUTER PROFICIENCY



### Operating Systems

- OPERA ●●●●
- APM ●●●●
- IDS ●●●●
- Room Status Hub ●●●●

### Software

- MS OFFICE ●●●●
  - MAXIMOJO ●●●●
  - STAAB ●●●●
  - KEPSLA ●●●●
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## INTRESTS



- Listening and singing songs.
  - Cricket.
  - Training.
  - Chess.
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**PERSONAL**

Father's Name: Mr. Subhash Banerjee  
 Birthday: May 02  
 Gender: Male  
 Marital Status: Married  
 Nationality: Indian  
 Passport No. **S6879926**

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**References**

**Mr. Dhaval Trivedi**  
 Duty Manager  
 Sarovar Hotels and Resorts  
 Bhavnagar  
 Gujarat  
 +91.9033005117

**Mr. Sunil Panicker**  
 Guest Relation Manager  
 Taj Hotels and Resorts  
 Cochin  
 Kerala  
 +91.9446200323

**MY ADDRESS****Present Address**

A – 502 Bachraj Paradise  
 Global city  
 Vasai Virar  
 Maharashtra – 401303  
 India

**Permanent Address**

39/7 Iwar Babu Lane  
 Berhampore  
 Murshidabad  
 West Bengal - 742103  
 India

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**Declaration**

I, Surajit Banerjee, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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Surajit Banerjee

Mumbai, Maharashtra  
 January , 2025

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