

BIPLAB BANERJEE

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SUMMARY

A dynamic and results-oriented luminary in the hospitality domain, I bring over two decades of profound experience in resort and cluster management within the esteemed Mahindra Holidays and Resorts India Limited, as well as pivotal roles in other prestigious hospitality establishments. I have consistently demonstrated unparalleled expertise in leading substantial teams, optimizing resort operations, and cultivating extraordinary guest experiences. My acumen in managing multiple resorts concurrently, streamlining processes, and orchestrating strategic initiatives has markedly enhanced profitability and operational efficiency. My prowess extends to the development and execution of innovative marketing strategies, meticulous financial management, and the nurturing of a culture of excellence and collaborative teamwork. I am unwaveringly committed to upholding the highest standards of service, ensuring guest satisfaction at every echelon of the organization.

KEY STRENGTHS

Strategic Leadership:

- Proven ability to develop and execute strategic plans to drive business growth and operational excellence.
- Skilled in setting clear objectives, defining actionable steps, and ensuring alignment with organizational goals.

Operational Excellence:

- Extensive experience in managing multiple resorts simultaneously, ensuring consistent service quality and operational efficiency.
- Adept at optimizing processes, implementing SOPs, and enhancing overall productivity.

Team Development and Leadership:

- Strong track record of leading, mentoring, and developing high-performing teams.
- Focus on creating a collaborative and motivated work environment to achieve collective success.

Financial Acumen:

- Expertise in budget management, cost control, and financial analysis to maximize profitability.
- Ability to identify and implement cost-saving measures without compromising on service quality.

Guest Experience Management:

- Commitment to delivering exceptional guest experiences, resulting in high satisfaction and repeat business.
- Skilled in handling guest feedback and implementing service improvements to exceed expectations.

SKILLS

- Hotel Operation
- P&L Management
- Strategic Management
- Process Improvement
- Pre-opening Of New Units
- Hospitality Management
- Client Relationship Management
- Project Management
- Budgeting And Cost Control

WORK EXPERIENCE

Cluster Manager, Gujarat

Mahindra Holidays and Resorts India Limited | 2023 - Present

- Oversee the management of 4 operational resorts, 1 upcoming project, and 3 associate resorts across Gujarat.
- Lead and mentor resort managers to ensure high standards of guest service and operational excellence.
- Develop and implement strategic initiatives to enhance resort performance and profitability.
- Monitor financial performance, budget adherence, and cost control measures.
- Collaborate with corporate teams to align resort operations with organizational goals.
- Foster strong relationships with local stakeholders and communities to enhance the resort's brand presence.

Cluster Manager, Maharashtra

Mahindra Holidays and Resorts India Limited | 2016 - 2023 June

- Managed a portfolio of 5 operational resorts and 3 associate resorts across Maharashtra.
- Directed daily operations, ensuring consistency in service quality and operational standards.
- Implemented marketing and promotional strategies to drive occupancy rates and revenue growth.
- Analyzed operational performance data to identify areas for improvement and implement corrective actions.
- Coordinated with cross-functional teams to streamline processes and enhance guest satisfaction.

PAST EMPLOYMENT HISTORY

• General Manager, Puducherry

Mahindra Holidays and Resorts India Limited | 2015 - 2016 September

• General Manager, Virajpet, Karnataka

Mahindra Holidays and Resorts India Limited | 2013 – 2015 May

• Resort Manager, Kumbhalgarh, Rajasthan

Mahindra Holidays and Resorts India Limited | May 2010 – February 2013

• Corporate General Manager, Pune

Centurion Group of Hotels (Saiba Hotel Pvt. Ltd.) | 2008 – May 2010

• Head - Hospitality, Pune

WONDER LEISURE AND ENTERTAINMENTS PVT. LTD. | 2006 – May 2008

• Food and Beverage Support Manager, Kolkata

Ambuja Realty Ltd. | 2005 – 2006

• Executive Assistant Manager, Bangladesh

Seagull Hotels Ltd. | 2003 – 2005

• General Manager, Kolkata

Aqua Java Pvt. Ltd. | 2001 – 2003

• General Manager, Kathmandu, Nepal

Express Hospitality – Hotel Gautam 3 Property* | 1999 – 2001

- **Assistant Food and Beverage Manager, Kolkata**
The Lake Land Country Club (a unit of Carlson Hospitality) | 1995 – 1999
- **Captain, Goa**
The Goa Renaissance | 1994 – 1995
- **Senior Steward, Lonavala**
Fariyas Holiday Resort. | 1993 – 1994

EDUCATION

Institute of Advance Management - Kolkata

- Diploma In Hotel Management

CERTIFICATION

- Post Graduate Diploma in Operation Management from Mahindra Institute of Quality.
- Yellow Belt and Black Belt Holder on Total Quality Management. (Same as Six Sigma)
- Basic finance for non-finance, Certificate course
- Certificate program in Digital Marketing
- Certificate Programme on Leveraging HR and Sustainable Business Outperformance.
- Certified Hotel Administrator from American Hotel and Lodging Educational Institute.
- Harvard Manage Mentor Certificate programme from Mahindra Leadership University.

AWARDS & ACCOLADES

Club Mahindra Kumbhalgarh

- Best Resort Manager Award
- Best F&B Spent award
- Best Spa spent award
- Best Guest satisfied Reort Award
- Best Staff satisfied Resort award
- The Best RCI Resort in India award.

Club Mahindra Virajpet

- Best F&B Spent Award
- RCI Gold Crown on very first year of Operation

Club Mahindra Puducherry

- Best F&B Spent Resort Award
- Best Guest satisfied Resort award

Club Mahindra Gujrat Cluster

- Indian Icon Award 2024 as best Golf Resort – Club Mahindra Kensville
- Indian Icon Award 24 as Exceptional Spa and Wellness retreat Award – Club Mahindra Kensville
- Gujrat Tousim Award 24 as The Best Family Club – Club Mahindra Kensville.

REFRENCE

Mr. Arun Nanda

Former chairman and Founder of Mahindra holidays and Resort India Limited
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