

SANJAY SENGUPTA

+91 9766884196
sanjay.sengupta16@yahoo.com



PROFILE

A hospitality professional with 12 years of experience in the Hotel Industry leading to extensive exposure in both Leisure & Business markets. Possessing excellent communication skills and proven strengths in Customer Relation Management, problem solving & presentation skills.

ACADEMIC QUALIFICATIONS

- *BSC in Hotel Management & Catering Technology* June 2008 – May 2011
SBIHM - Kolkata

WORK EXPERIENCE

Hyatt Regency Ahmedabad

- *Rooms Division Manager* December 2023 – Present
 - Oversee daily operations of the front office, housekeeping, and guest services departments, ensuring a seamless and exceptional guest experience
 - Implement and monitor standard operating procedures to maintain high standards of service and efficiency
 - Collaborate with other departments, including Sales and Marketing, to drive revenue and optimize occupancy rates
 - Manage departmental budgets, control expenses, and identify cost-saving opportunities without compromising service quality
 - Monitored guest satisfaction metrics and implemented action plans to address areas of improvement, resulting in a % increase in guest satisfaction scores
 - Coordinated with maintenance and engineering departments to address maintenance issues promptly and ensure a well-maintained property
 - Conduct regular inspections of guest rooms and public areas to ensure cleanliness, maintenance, and adherence to brand standards

- *Front Office Manager* January 2022 – November 2023
 - Demonstrated ability to enhance guest experiences through personalized service and efficient problem-solving.
 - Maintained high standards of service delivery, resulting in consistently positive guest feedback and increased repeat business.
 - Resolved escalated guest issues promptly and professionally, ensuring guest loyalty and satisfaction.
 - *Monitored and maintained inventory levels, ensuring adequate supplies and equipment for daily operations.*
 - *Implemented cost-saving measures without compromising service quality, contributing to budget adherence.*
 - *Implemented upselling techniques, resulting in an % increase in room upsells and additional service bookings.*
 - *Collaborated with the sales team to promote packages and special offers, driving revenue growth.*
 - *Analyzed occupancy trends and market demands to optimize room rates and maximize revenue.*
 - *Contributed to achieving and maintaining high scores in guest satisfaction metrics*
 - *Leveraged technology tools for data analysis and reporting, supporting informed decision-making and strategic planning.*

Hyatt Raipur

- Front Office Manager Sept 2021 – January 2022

Hyatt Raipur

- Assistant Front Office Manager (Heading Front Office) March 2019 – August 2021
 - Responsible of managing Front Office Operation.
 - Organizing and managing daily operation.
 - Establishing daily goals to maintain service levels.
 - Attending weekly hotel operations meetings and other meetings as scheduled
 - Ensuring targets are achieved of Hysat, World of Hyatt, Upsell of Rooms
 - Promoting the development of positive and strong relationships
- Marketing Communication (Heading Marketing at Hyatt Raipur) January 2020 – January 2022
 - Feeder market outreach through innovative media activations.
 - Leading the Marketing Communications, and managing social media platforms, owned and managed online platforms management, online reputation.
 - Independently managing the Marketing Communications function including social media, promotion planning, media relations & brand communication.
 - Integrated campaigns leading to incremental F&B.
- Consumer Insights Specialist – West India Hyatt Hotels October 2019 – March 2023
 - Hysat specialist for West India Region - Hyatt Hotels (8 hotels).
 - Weekly Guest Satisfaction analysis report to Area Vice President and Unit General Manager's.
 - Identifying areas of opportunities in terms of Guest Satisfaction.
 - Deep dive investigation and action plan to enhance Guest Experience overall.
 - Understanding the need and preferences of the Guests & Customers and deliver service.

Assistant Manager – Front Office (Heading Front Office) July 2018 – March 2019

- Responsible for monitoring & analyzing Customer Satisfaction scores through Medallia (and other Social Media Platforms) and suggesting corrective actions.
- Ensuring that Front Office is operated with the lowest possible cost structure while also delivering on the brand promise to the guest, proactively managing costs based on KPI's.
- Assisting in the recruitment and selection of all Front Office employees.
- Managing the Front Office operation.
- Ensuring Brand Standards are met to consistently create a superior guest experience.
- Managing the running and smooth functioning of the department by coordinating operations of all sub departments including Front Desk, Guest Services, Concierge, Bell Desk, Airport, Guest Relations.

Grand Hyatt Goa

- Assistant Manager – Front Office June 2017 - July 2018
 - Daily responsibility of managing inventory and maximizing revenue through Hyatt's Dynamic Pricing System.
 - Assisted management to maximize employee productivity through the use of multi-skilling, rostering, multi-tasking and flexible scheduling to meet the financial goals of the business as well as the expectations of the guests.
 - Built & maintained strong, professional relationship with relevant representatives from competitor hotels, business partners and other organizations, especially travel agencies, local business groups.
 - Analyzed the results of Hyatt's Employee Engagement Survey and ensured that relevant changes are implemented.
 - Handling In-house reservation department.
 - Responsible for training all Rooms Division employees on skill and core training
 - Responsible for preparing department operations manual and adherence to policies
 - Maximizing room occupancy at best rates and uses up-selling techniques to promote hotel services and facilities
 - Monitoring the appearance, standards, and performance of the Front Office team members with an emphasis on training and teamwork.
 - Ensure team members have current knowledge of hotel products, services, pricing and policies, as well as knowledge of the local area, and are continuously trained to learn and understand policies and practices.
 - Conduct monthly communication meetings, forums and discussions to promote teamwork and share results with the team. Act in accordance with policies and procedures when working with front of house equipment and property management system.
 - Responsible for the smooth functioning of all sub areas within the Front Office department at all shifts including night shifts.

Grand Hyatt Goa

- **Team Leader - Front Office** *May 2013- May 2017*
 - Worked in all the areas of Front Office (Front Desk, In-house Reservation, Grand Club Lounge, Guest Relations, Guest Services, Concierge Operations, Resort & Business Centre)
 - Managed and supervised the Front Desk associates.
 - Coordinating with all the other departments of the hotel for smooth guest facilitation.
 - Keeping track of guest's complaints, room status & availabilities on a day to day basis, Shifts also include handling reservations from time to time & relieving Hospitality & Guest Relations desk.
 - Blocking of rooms for all future arrivals on a day to day basis in keeping in mind all requests made by all guests.
 - Checking credit limit on a daily basis.
 - Responsible for good customer service relations, ensuring 100% guest satisfaction.
 - Checking credit limit on a daily basis. In charge of roistering, maintaining attendance.
 - Meeting and ensuring guest satisfaction is achieved.
 - Training and development of the team members.

Grand Hyatt Goa

- **Guest Service Officer – Front Office** *March 2012 – April 2013*
 - Worked in Concierge Bell Desk & Airport operations.

ACHIEVEMENTS

- Assisted Hyatt Place Pune during the pre-opening.
- Received Hystar Diamond for the quarter 2017
- Highest up-seller for 3 consecutive months in the year 2016
- Successfully executed the GST changeover with Planning and Execution with AFOM
- Restructured the Front Office operation at Hyatt Raipur
- Scored 100% on World of Hyatt Audit in 2018 & 2019
- Ranked No. 1 in ESR% World of Hyatt
- Most Innovative Hotel in the region - 2019
- Rank 1 in Colleague Advantage Tool in INDIA
- Overseeing West India Hotels (10 hotels) - Guest Satisfaction and reporting to the AVP
- Handled multiple bubble operations during the Cricket matches scheduled in Ahmedabad (IPL / Indian Cricket Team & West Indies Cricket Team)
- Handled Mr. Borris Johnson (PM - United Kingdom) and the PMO team during their visit at Ahmedabad along with the British High Commission
- Ranked No. 2 in upsell conversion amongst all India Hyatt hotels
- Amongst top 10 globally in RevPar contribution from upselling
- Leading in South West Asia for World of Hyatt OTA 2nd stay contribution

ADDITIONAL SKILLS

- Strong knowledge of Hotel PMS “Opera”, Iscala, RESERVE, PRIO
- Proficient in MS Office
- Fluent in English, Hindi, Bengali, Assamese