

## PRANAL KANTI BHUNIA



### Personal Details:

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Linked in : Pranal Bhunia

DOB & Place: 02<sup>ND</sup> May 1987, India

Height: 5'5"

Marital Status: Married

### Languages:

English, Hindi, Bengali

### Awards & Achievement:

- ✚ **Appreciation for Success of FIFA 2022, Handling National team of Brazil, Costa-Rica**
- ✚ Nominated for The Five Star Employee Award for many times in THE RITZ CARLTON HOTEL COMPANY also Winner of Collecting the Highest and Most Quality Preference for Our Guests
- ✚ Appreciation for "First Class Employee" so many times for Excellent Performance. From GM during 'Arab Summit'. There was 22 Country's Delegation in hotel
- ✚ ASPA SUMMIT, there was 34 PRESIDENT & VICE PRESIDENT/PRIME MINISTER from different county staying with us.
- ✚ **During visit of US President Mr. Obama with us, it was very challenging moment**
- ✚ Appreciation from Managing Director and F&B Director for Excellent performance in King Faisal International Prize Dinner held at Prince Sultan Grand Hall-Rosewood Hotel 2011
- ✚ Won the "F&B Hero" two times and Second Best Runner

Dear Recruitment Team,

Greetings of the day!

Please accept the attached resume as an application for a Suitable Leadership position within your esteemed organization. Being a part of the company would enable me to contribute my proven qualifications and interests in your established enterprise. Currently I am engaged with Polo Tower Hotel as an Operation Manager before joined this award winning Resort in North East India, I worked luxury brand like Ritz Carlton, Rosewood Hotels, Westin, and Radisson with 18 years above experience.

I am very enthusiastic about working with a reputed organization and applying my skills, I am strong in operations as I have experience in different fields like Room Division and F&B. I worked in the domestic and international market both with luxury reputed property.

I am young, energetic, hardworking, have strong skills in people management, guest relations, and capable of handling big teams with multi skills operations. I am sure that my eagerness to learn and dedication to the job will be an asset and will contribute very positively to your esteemed organization. I am looking for leadership position with in your company. Given an opportunity would prove to be the best and crave for the part of success.

Thank you for taking the time to read my resume. If there are no current vacancies for me, I would appreciate my application being kept 'On File' for any openings in the future within your esteemed organization. I look forward to hearing from you.

Kind Regards:

Pranal Kanti Bhunia

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of “F&B Hero” three times in Rosewood Luxury Hotels

✚ I was the part of Food Festival, and Sports Event in Riyadh

✚ Warm appreciation from G.M of Hotel Best Western for hard work and excellent job on pre-opening stage

✚ Got An appreciation Letter for the Part of different food festival

✚ Nominated from department for Best of the Employee three time in Sarovar Hotels, Ahmedabad

✚ **Part of different NGO for social care**

✚ Champion on 10 km Marathon- 2108 by Running & Living- India

### Training & Certification:

- Commitment to Excellence
- Great Beginning
- Qatar Host Training from
- Telephone Etiquette
- Customer focus
- Leadership & Team building
- Art Of facilitation & services
- Time management
- Problem Resolution
- Bar Tending
- Three Step Of Service
- Communication
- Mystique, Opera
- F&B Hot spot
- Body Language & Work Ethic
- Quality Control
- ESSM(Essential Skills for Supervisor & Managers)
- Global Marriott Training
- Train the Trainer
- Rather an Antenna
- Hand/Food Hygiene
- Vital Few(Art Of Engagement)
- Selling & Business strategy
- LHW Service Standard
- Living Gold Standard
- Business strategy
- Culinary basic
- Service from the Heart
- And many more online training from Marriott Global Services

\* I am handling many Royal Functions, SUMMIT, VVIP Events, conferences and ROYAL PROTOCOL. Got opportunity to serve so many Global Celebrities, top business tycoons, Presidents, Prime Ministers. International sports team

### Professional Experience:

» Hotel Name: **Polo Tower Hotel**

(Award winning Luxury Premium Resort in Northeast India)

Title : **Operation Manager**

Date: January, 2025 to Present

» Hotel Name: **Westin Hotel & Spa Doha, Qatar-A Marriott Hotel**

(364 Rooms, Award winning Five Star Premium Hotel )

Title : **Manager**

**Area: Front Office and Guest Services Operation**

Date: May,2022 to Jan 2025

Handling entire front office as a number two. Daily Plan, implement and people management, decision maker, handle day to day operations. Focus on enrolment, upselling, employee's engagement, Elite appreciation, overall guest's enagement and problem resolution

» Hotel Name: **Delta Cluster- City Center (Marriott)**

(320 Rooms Pre-Opening Five Star Business Hotel )

Title: **Pre-Opening Trainer as a Taskforce** on October,2022

» Hotel Name: **Le Royal Meridian Doha**

(366 Rooms, Pre-Opening Luxury Hotel )

Title: **Pre-Opening Count Down Trainer as a Taskforce** on May,2022

» Hotel Name: **Radisson Hotel -RHG**

(209 Rooms, Award winning Five Star Business Hotel )

Title : **Front Office Manager (HOD)**

Date: May,2019 to April 2022

Area: Rooms Operations

209 Rooms property. Responsible for entire rooms operation. Handling 60 employees. One of the highest occupancy hotels in the city 93% average. Able to maintain Guests satisfaction score 90.4% YTD

» Hotel Name : **Anahata Retreat (Mandream Hotels) Goa**

(A Luxury Sea Beach Resort in North Goa)

Title : **General Manager**

Date : Less than 1 year (Seasonal) till May 2019

Unit Head, responsible for entire operations

» Hotel Name : **Acorn Hideaway Resort & Spa-Uttarakhand**

(Pre-Opening Five Star Resort)

Title : **General Manager**

Date : October 2016 to December 2018

Unit Heat. Responsible for complete operation and set the property with highest standard for this Pre-Opening luxury Resort.

» Hotel Name : **The Ritz Carlton Hotel (Marriott International) Riyadh**

Title : **Restaurant In-charge/F&B Divisional Trainer**

Date : January 2015 to October 2016

(493Rooms iconic luxury property, own thirty five international award in travel industry) Different revenue center and training for Food and Beverage division. My Goal is Driving the word of ‘**P**’ on right track in right direction’ through my strong Key Planning, People, Product, Profit. I Run restaurants like my own business. Here I am fully awareness about Employee Engagement Survey which I achieved 86% this year and Guest Engagement Survey which is I managed to increased 25% then last year and achieved highest score in the entire division by year to date. Last several months continue the property achieved highest Guest Engagement score in the Middle East and Africa within the Company. Continually exceed the restaurants target. I MANAGED TO TRIPPLE OUTLETS REVENUE FROM THE BUDGET.

» Hotel Name : **The Ritz Carlton Hotel Company -Jeddah**

**Pre-Opening Task Force** in The **Ritz-Carlton**, Jeddah-A Five star luxury Hotel .

» Hotel Name : The Ritz Carlton Hotel Company LLC  
Title : **Banquet Supervisor & F&B Learning Coach**  
Outlet : Banquet, Catering & Sales  
Side Duty : Learning Coach (Responsible for Conduct Training)

**Starting/Ending date : May 2012 to December 2014**

Team size: 52 ladies & gentlemen. Handling so many huge luxury events, wedding, Royal protocol, Presidents conferences. Responsible for opening and closing checklist with every single detail as per BEO. Conduct daily training, briefing for team, & casuals.

» **Hotel Name: Rosewood Hotels and Resorts (Now Mandarin Oriental)**  
(333 rooms, A Member of The Leading Hotels of the World)

**Title: Senior Waiting Staff.** Starting: October 2012 to April, 2012

Outlet: All F&B Outlets

. Ultra-luxury '**Leading Quality Assurance**' service standards. This is 333 rooms Five Star Hotel and Property won more than 40 International Award.

» **Hotel Name: Al Faisaliah South Wing- A Rosewood Hotel**  
(151 rooms, A Member of The Leading Hotel of the World)

**Pre-Opening Taskforce Team member** and closely work with F&B Management

Outlet: All F&B Outlets

» Hotel Name : **Best Western International- India**  
Title : **Pre-Opening F&B Senior Captain**

Outlet: All F&B Outlets

Starting :2009 to 2009

» Hotel Name : **Sarovar Hotels & Resorts**

Working as : Pre-Opening F&B waiter

Outlet: River view Restaurant, Room Service & Banquet

Starting/Ending date :2007 to 2009

» Hotel Name : **Choice Hotels International**

Title : Food & Beverage

Outlet : All F&B Outlet

Starting/Ending date :2006 to 2006

#### **Education:**

- ✓ **Passed Executive Diploma Program in Business Administration in Hotel Management from Mahatma Gandhi University, Got 72% Marks(A)**
- ✓ **Hotel & Catering Management Diploma 79% marks (A+)**
- ✓ 10+2 from Bradley Bert High School (Under West Bengal Govt.)
- ✓ Three months English and Personality Development from Oxford Academy
- ✓ Knowledge on Basic Computer

#### **Strengths & Skills:**

##### **Analytical & Multitask**

- ☐ Problem Solving
- ☐ Decision-Making
- ☐ Arithmetic Computation
- ☐ Computer Skills
- ☐ Detail Orientation
- ☐ Time Management
- ☐ Planning and Organizing

##### **Interpersonal Skills**

- ☐ Team Work& Ownership
- ☐ Customer Service
- ☐ Diversity Relations
- ☐ Influence
- ☐ Engagement Skills
- ☐ Problem Resolution
- ☐ Strong F&B Background

##### **Personal Attributes**

- ☐ Dependability
- ☐ Demeanor, Presentation
- ☐ Integrity& Commitment
- ☐ Stress Tolerance
- ☐ Safety & Sanitation
- ☐ Quality & Communication
- ☐ Management Software

#### **Public Profile:**

[https://in.linkedin.com/in/pranal-b-2b1a4418?trk=people-guest\\_people\\_search-card](https://in.linkedin.com/in/pranal-b-2b1a4418?trk=people-guest_people_search-card)