

RESUME

MRIDUL BHATTACHARJEE

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Career Objective: Seeking challenging assignment in a reputed organization which provides opportunities for professional growth and advancement and where I can utilize my skills towards becoming a valuable team member.

Professional Experience:

- **Ibis Kolkata (A 189 keys Hotel under Accor Group)**

- **Director of Guest Services:**

Feb'2024 – Present

- Ensure the Guest Service departments (FO, F&B & Reservations) operates successfully and are individually profitable.
 - Work closely with Housekeeping and Engineering dept. to ensure standards of rooms are maintained.
 - Maximizing room sales and revenues for the hotel.
 - Establishing Menu and price list with the assistance of Executive Chef to maximize F&B revenue.
 - Establishing rapport with guests to maintain a good customer relationship to maintain reputation of the hotel.
 - Ensures all guest service associates are aware of Room and F&B revenue targets and work closely to meet dept. budget.
 - Regularly monitors Comp. set hotel's performance both past and future to ensure correct selling strategies are implemented.
 - Actively participate in Hotel's audits (HSE Audit, Hygiene Audit etc.)
 - Establishing safe working condition and practices following organization's safety and environmental policies.

- **Four Points by Sheraton Visakhapatnam (A 123 keys Hotel under Marriott Intl.)**

- **Front Office Manager:**

April'2022 – Feb 2024

- Responsible for setting up the Front Office training tools such as job descriptions, policies and procedures, and training plans as a guideline for the Front Office operation.
 - Supervise, organize, direct & coordinate the staff & activities of the Front Office.
 - Check and ensure that consistency in the service for guest is maintained from the reservation stages to the final departure.
 - Monitor Guest feedback system to ensure highest standards of service being delivered to maintain Guest Voice Index.
 - Ensuring compliance with all Front Office policies, standards and procedures. Managing department controllable expenses to achieve budgeted goals.

- **Novotel Vijayawada Varun (A 233 keys Hotel under Accor Group)**

- **Front Office Manager:**

Sept'2021 – April'2022

- Monitor and control the rooms' situation in connection with reservations, daily occupancy and room availability to ensure maximum revenue through effective yield management.
 - To monitor and establish, improve or delete the existing standard and procedures to have more efficient and effective system in order to maintain or improve services and guest satisfaction at the Front Office department.
 - Monitor Health club enrollments, member feedback and daily activities. Responsible for Department Budget and monthly expenditure.

- **Mondrian Doha (A 270 keys Hotel under SBE Group)**

- **Reservation Manager :**

December'2019 – March'2020

- Oversee reservation administration and managing daily task. Assist in daily review of Hotel Rate / Occupancy / Rev Par performance.
 - Process all requests, manage inventory and recommend ways to maximize revenue.
 - Assist Director of Revenue with preparation for weekly Revenue Management meeting.
 - Coordinate with Director of Rooms to manage inventory and maximize revenue.
 - Responsible for handling guest disputes, complaints and resolve them.
 - Conduct trainings and team meetings for reservation staff and provide monthly targets to Associates and evaluate at the end of the month.
 - Confirm and validate all cancellations, check No show revenue, validate all commissions on daily basis.

- **Novotel Kolkata Hotel & Residences (A 340 keys Hotel under Accor Group)**

- **Front Office Manager :**

October'2018 – November'2019

- Managing day-to-day operations, ensuring the quality, standards and meeting the expectations of the guests on a daily basis.
 - Developing specific goals and plans to prioritize, organize and accomplish the work.
 - Keeping Front Office team focused on the critical components of operations to drive guest satisfaction and the desired financial results.
 - Improving service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
 - Reviewing comment cards, guest satisfaction results and other data to identify areas of improvement.
 - Responding to and handling of guest problems and complaints.

- **Novotel Kolkata Hotel & Residences (A 340 keys Hotel under Accor Group)**

- **Assistant Front Office Manager (Acting HOD) April'2018 – September'2018**

- Supervising and managing department's employees. Managing all day-to-day operations.
 - Managing Guest Loyalty programme and its overall aspects.
 - Participating in the development and implementation of corrective action plans based on review of comment cards and guest satisfaction results.
 - Interacting with customers on a regular basis to obtain feedback on quality of product, service levels and overall satisfaction.
 - Implementing the customer recognition/service program, communicating and ensuring the process.
 - Ensuring compliance with all Front Office policies, standards and procedures.
 - Monitoring adherence to all credit policies and procedures to reduce bad debts and rebates.
 - Monitoring staff performance and performing appraisals.
 - Managing staff recruitment.
 - Managing departmental cost and participating in the process of Department's Budget.

- **Novotel Kolkata Hotel & Residences (A 340 keys Hotel under Accor Group)**

- **Duty Manager March'2016 – March'2018**

- Handling Group Arrivals.
 - Manage, Record and Resolve all Guest complaints promptly and effectively.
 - Monitor Front Desk operation as well as Bell Desk & Guest services.
 - Monitor Guest satisfaction reports and implement actions to improve results.
 - Preparing SOP & conduct Training for the Team.
 - Liaise with other Departments to ensure a smooth operation.
 - Department MIS controller.

- **Swissotel Kolkata (A 147 keys Hotel under Fairmont & Raffles Hotels Intl Group)**

- **Duty Manager**

April'2014 – March'2016

- Be visible in Hotel Lobby & other Public areas.
 - Engage Guest in conversation and provide general assistance.
 - Ensure all guest complaints are handled promptly and effectively.
 - Meet & greet all VIPs and major clients on arrival.

- **Front desk Shift Leader:**

July '2012 – March'2014

- Handling all Front Desk operations.
 - Cashiering.
 - Handling Individual & Group Reservations.
 - Assisting Night Managers to perform Night Audit

- **Executive Club Attendant:**

November' 2010 – July' 2012

- Handling all operations related to Executive Club Lounge & Front Desk.
 - VVIP Guests and their needs.

- **The Chrome Hotel, Kolkata (A 63 Keys Boutique Hotel under Small Luxury Hotel Group)**

- **Front Office Assistant:**

March' 2009 – November'2010

Educational History:

- HORIZON AVIATION ACADEMY, 2009
(Passed certified course in Hospitality & Airport Ground Operation)
- RISHI BANKIM CHANDRACOLLEGE, CALCUTTA UNIVERSITY, 2004-2008 (Graduation in Science)
- WEST BENGAL COUNCIL OF HIGHER SECONDARY EDUCATION, 2004
(Passed Higher Secondary School Certificate Examination)

Certifications & Achievements:

- Best Employee of the month of February, 2012 and February'2014 in Swissotel Kolkata.
- Train the Trainer certified.

Language Fluency:

- English, Hindi, Bengali.

Hobbies:

- Listening to music, watching television news and reading newspaper.

Personal Details:

Date of birth: 14/10/1986

Gender : Male

Nationality : Indian

Religion : Hindu

Marital status: Married

Father's Name: Mr. Nepal Bhattacharjee

Place : Kolkata, India

FULL SIGNATURE
MRIDUL BHATTACHARJEE

Date :