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Subhajit Mitra

Objective To lead and become a successful Hospitality Professional and impart my learning's to the future generations.

Achievements Implemented strategic initiatives at **Four Points by Sheraton** resulting in a significant increase in guest satisfaction scores from 61.2 to 70.5, reflecting a 16.8% success over the previous year. Achieved through proactive measures such as meeting all guests by managers, courtesy call to each guest post one hour of check in, fond farewell with unique parting gifts, post departure calling for references and wellbeing. Financially taking the room division revenue growth to 13% over previous financial year through optimized pricing strategies and market knowledge.

Successfully spearheaded the opening of **Novotel Jodhpur** as Rooms Division Manager, overseeing all aspects of room operations and ensuring a seamless launch of the property.

Certified in **NCOVID-19 Awareness and Prevention program by Apollo Med Skills.**

As an Executive Housekeeper, worked towards developing guest satisfaction scores at Radisson Blu Resort & Spa Karjat **from 87.6% to 96.6%** and ranked **4th in the South Asia Division** within the Radisson Hotel Group.

Played a leading role in increasing the Cleanliness Score from 83% to 88.12% at Holiday Inn Mumbai International Airport from the period of 2017- 2019. The second highest cleanliness score among the other **IHG Hotels** in India.

Successfully established the Housekeeping Department at **Hyatt Raipur** and played a leading role in the timely opening of the hotel.

A Certified Departmental Trainer and played a leading role as a **Green Team Member**

Experience

Rooms Division Manager

September 2023 – Present, Four Points by Sheraton New Delhi Airport

- A star rated, sustainable Business Property having 70 rooms with modern facilities. Premiere wedding and MICE destination for the capital city with three lush green lawns and 4 banqueting venues with individual access and parking facilities, spread over an area of 10 acres.
- Overseeing and setup of the three-core operational department, housekeeping, front office and engineering.
- Re-structuring of SOPS and guidelines.
- Hiring and training of talents.
- Primary focus being guest satisfaction and seamless coordination between the teams.
- Looking over the revenue aspects along with the revenue manager for better pricing strategies to realize optimum revenue and maintaining a healthy MPI.

Rooms Division Manager (Pre-Opening & Operation)

September 2022 – September 2023, Novotel Jodhpur

- A five-star cruelty-free, sustainable Business Property having 93 rooms with modern facilities. Designed on Sundukovy Sister's design philosophy following latest Novotel brand guidelines.
- Overseeing and setup of the three-core operational department, housekeeping, front office and security.
- Formulation of SOPS and guidelines.
- Hiring and training of talents.

Executive Housekeeper

September 2019 – September 2022

Radisson Blu Karjat Resort and Spa

- A five-star Resort Property having 202 rooms and villas with very modern facilities. An Eastern design theme combining the compelling beauty of a far-eastern resort with hints of Thai and Balinese architectural styles and an internal narrative celebrating Indian design, culture and spirit
- Managing a team of 73 associates and responsible for entire housekeeping operations (guest rooms, public areas, renovation, linen & laundry).
- Departmental Budgeting and Forecasting.
- Handling the upcoming project work for the hotel.
- Training

Executive Housekeeper

September 2017 – May 2019 Holiday Inn Mumbai International Airport

- A 245 room Contemporary Business hotel with a very modern outlook and facilities.
- Managing a team of 64 associates and responsible for entire housekeeping operations (guest rooms, public areas, renovation, linen & laundry).
- Guest Satisfaction Cleanliness score increased to 87.68% from 83%. Have consistently maintained the highest score for the hotel over the last year.
- Passed LRA Audit in 2018 with the highest score of 96%.
- Departmental Budgeting and Forecasting.
- Training

September 2015-2017 - Taj President, Mumbai

Deputy Housekeeper

- A 292-room premium hotel. President has been the Flagship property for Brand Vivanta, and all new initiatives are launched and tested here.
- Managing a team of 105 associates and responsible for entire housekeeping operations along with Executive Housekeeper (guest rooms, public areas, horticulture, renovation linen & laundry)
- Certified ISO 18000, ISO 14000, Earth Check certification and Johnson Diversey certifications.
- Guest Satisfaction top box score of the housekeeping has moved up by 61% from 55%- have consistently maintained the highest score of the hotel over the last year.

2013- 2015 at Hyatt Raipur

Housekeeping Manager (Part of Pre-Opening team)

- Overall setup and establishment of the Housekeeping Department
- Ensuring Cleanliness and Hygiene throughout the Property
- Talent Acquisition for the department
- Developing Business Plan, forecasting and Budgeting for the Department
- Setting up Departmental Policies and Procedures
- Preparing training Manuals
- Training of Staff
- Regular Inspection of Rooms and Public areas

2010-2013 at Hyatt Regency Kolkata
Assistant Manager Housekeeping

- Ensured all team members follow hotel policies and procedures.
- Attended management meetings.
- Develop team and its members.
- Handle all responsibilities in the absence of Housekeeping Manager.
- Store inventories and maintain par levels
- Conducting of Communication Meetings

2007-2010 at Hyatt Regency Kolkata
Team leader Housekeeping

- Staffing and making of Duty Rosters.
- Supervision of public areas
- Training staff regularly as a **Departmental Trainer**
- Upkeep of records
- Maintaining different inventories

2005-2007 at Taj Bengal
Housekeeping Supervisor

- Responsible for maintaining the housekeeping daily activities.
- Maintained list of vacant rooms ready to clean.
- Ensured clean uniforms and maintain positive working relationships to the guests and hotel personnel
- Solved guest problems to exceed customer expectations.
- Provided training to new employees, given monthly safety training, and effectively preventing injuries.
- Communicated effectively with all hotel departments for all guests

Education	Institution	Degree	Standard	Year of passing	Marks Obtained
	IHMCTAN, Kolkata	B.Sc in Hotel and Hospitality Administration	3 rd Year	2005	62%
	IHMCTAN, Kolkata	B.Sc in Hotel and Hospitality Administration	2 nd Year	2004	67.48%

IHMCTAN, Kolkata	B.Sc in Hotel and Hospitality Administration	1 st Year	2003	66%
Sri Arobindo Institute of Education		10+2	2002	65%
Sri Arobindo Institute of Education		10	2000	66%

Other Qualification

Institution	Degree	Standard	Year of passing	Marks Obtained
Surabharati Sangeet Parishad	Diploma in Painting	5 th Year	1999	Practical- 77.55% Theory- 65%

Interests Interior Decoration, Painting, Computer, Gadgets

Hobbies Photography

Personnel Information **Date of Birth**-18th October 1983

Sex-Male

Father's Name-Late Mr. K.G. Mitra

Mother's Name-Mrs. C. Mitra

Self-Passport No.-M8785104

Permanent Address 3B/504, Arkade Art, Vinay Nagar, Mira Road East, Thane-401107

References Mr. Debashish Chatterjee-Corporate Housekeeper, Sarovar Group of Hotels.
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