

PROBHASHISH SANYAL

📍 PUNE, 411028, INDIA 📞 9833814991

◦ DETAILS ◦

B403, Yash Ravi Park, Handewadi
Road, Hadapsar, Pune, 411028, India
9833814991

probhashish@gmail.com

Date of birth
30.06.1971

Nationality
Indian

◦ LINKS ◦

Email: probhashish@gmail.com

[Linkedin:](#)
[probhashish-sanyal-76b07731](#)

◦ SKILLS ◦

Operations Management

F&B Operations

Sales and marketing

Strategic planning

Revenue Growth

Supply Chain

CRM

HRM

◦ LANGUAGES ◦

English

Hindi

Punjabi; Punjabi

Marathi

Bengali

👤 PROFILE

Senior operations and general management executive with over two decades of experience in large-scale hotel and F&B retail environments. An expert in identifying and capitalizing on opportunities to build revenue; experienced in pre-openings, turnarounds, and rapid growth in a highly competitive market. Able to recognize and respond quickly to changing market conditions and devise strategies accordingly. Adept at cultivating an environment that attracts and develops talent, fosters satisfaction and loyalty, and encourages ownership and employee engagement in the workplace.

ACHIEVEMENTS

Restructured and transformed The Park Hotel's iconic pub **Someplace Else**, Kolkata in 1996. Successfully achieved unprecedented growth in revenue.

- Collaborated with WEBEL (Kolkata) to initiate the first accessible **food court** in Sector V, Salt Lake, Kolkata.
- Pioneered the first lifestyle pub, Opium in SEZ Kolkata.
- Established a premium catering service and the first pub, **Geoffrey's** in Indore, Madhya Pradesh.
- Organized major international shows and events in **Hard Rock Café**, Pune achieving a remarkable increase in profits.
- Transformed a unique concept of **Banquets Bar & Food court** within a ITES zone in Goregaon, Mumbai Successfully reversed the earnings from net loss to a 5 crore profit.

📁 EMPLOYMENT HISTORY

General Manager Operations at Virtuoso Fashion Hospitality (FTV Bar & Brewery), Ludhiana
February 2020 — October 2020

Developed and submitted strategy and initiative reports to highlight current actions and proposed changes to the corporate committee. Directed day-to-day operations focused on attainment of key business metrics, continuous improvement initiatives and [65]-member management team with related direct reports. Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands. Devised, deployed and monitored processes to boost long-term business success and increase profit levels 40%. Improved productivity while reducing staffing and operational costs by 20%.

General Manager Operations (Contractual) at Fine Dine Global Foods (The Eighteen), Indore
November 2018 — July 2019

Providing Consulting Services. Conceptualized interiors & restaurant layout of **The 18** (a fine dining restaurant), opened **Chawla's**, a speciality Indian Restaurant. Collaborated with IT and business teams to develop and enhance architecture in order to better track business KPIs. Enhanced organizational efficiency by gathering business requirements and improving data models and reporting frameworks. Organized preventive maintenance to reduce downtime and line shutdown or production delays. Increased profit margin 30% by successfully negotiating development costs with overseas vendors and supplies. Streamlined and enhanced corporate accounting and operations system by initiating key workflows. Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.

General Manager Operations (Contractual) at ALP Retail Pvt. Ltd. (Chai Break), Kolkata
March 2018 — October 2018

Managed operations for 12 cafes & pioneered the opening of new bar-and-cafes projects. Confirmed relevant guest information and payment methods to prevent fraud. Reduced food waste by 20% while assessing availability, customer traffic and popularity of items. Assessed each line-item within the budget and immediately began to improve margins through streamlining staff, food costs and other unnecessary operating expenditures. Prepared restaurant business plan by reviewing demands, analyzing competitors and developing projections for sales and finances.

Organized special events in restaurants, including receptions, promotions and corporate luncheons. Conducted health, safety and sanitation process evaluations to identify and remedy any violations immediately.

• **Entrepreneur at Incitare Enterprise (Indian & More), Mumbai**

May 2018 — August 2018

Arranged corporate and office conferences; Oversaw office inventory activities, including ordering and requisitions, stocking and shipment received. ▮ Established efficient workflow processes, monitored daily productivity and implemented modifications to improve the overall effectiveness of personnel and activities.

• **General Manager Operations & Business Development at JV of JSM Corp & Nirlon Ltd (Cooling Tower Cafe & Bar), Mumbai**

November 2010 — July 2017

Managed conferences, banquets, town- halls, corporate lunches/dinners and events situated within the premises of ITES zone of Nirlon Knowledge Park; Established and administered annual budget with effective controls to prevent overages, minimizing burn rate and support sustainability objectives; Devised, deployed and monitored processes to boost long-term business success and increase profit levels; Assessed financial controls; Developed and implemented daily operations plans such as employee assignments and promotional strategies. ▮ Spearheaded overhaul of company best practices, leading to significantly increased staff retention rates.

• **Assistant General Manager at JSM Corporation Pvt Ltd (Hard Rock Cafe), Pune**

February 2008 — October 2010

Supported the GM in building a highly functional team of management. Controlled spending on overhead and equipment by devising and executing cost-management procedures. Managed team schedule, budget implementations, employee reviews, training, schedules and contract negotiations. Maintained well-controlled business inventory with minimal losses. Liaised with the local government authorities for permits and licenses. Organized multiple international live shows with success increasing the turnover to 9 cr/p.a. Developed innovative sales proposals and delivered full-scale business strategies resulting in increased customer satisfaction and operational enhancement according to customer needs and budget. Motivated, trained and disciplined employees to maximize performance.

• **Unit Head at Sarovar Hotels Pvt. Ltd. (Geoffrey's), Indore**

September 2005 — January 2008

• **Entrepreneur at Opium , Kolkata**

September 2003 — August 2005

• **General Manager at ABNM Restaurants Pvt. Ltd. (Red Hot Chilli Peppers), Chennai**

August 2001 — August 2003

• **Food & Beverage Executive at Apeejay Surendra Group of Hotel (The Park), Kolkata**

December 1995 — July 2001

• **Captain at The Kenilworth, Kolkata**

December 1994 — November 1995

• **Industrial Exposure Trainee at Welcome Group Hotels, Agra**

December 1992 — June 1993

• **EDUCATION**

• **Hotel Management Diploma, Indian Institute Of Science And Management, Ranchi**

January 1992 — December 1994

• **REFERENCES**

- Available upon request