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| NILANJAN GHOSH  Ushumpur,Shib Bhatak Road,  P.O- Agarpara,Kolkata-700109  Mobile- 7012259405  Email- nilanjang1986@gmail.com | C:\Users\USER.USER-PC.000\Downloads\IMG-20181029-WA0006.jpg |

**PERSONAL SUMMARY**

I have a 'guest first' attitude, welcoming and efficient service to all hotel guests, all in line with the highest standards of customer satisfaction. I consider myself to be the best at what I do, and am someone who enjoys providing hotel guests with a superior service and an exciting and sophisticated atmosphere. In my current role, I have been commended for setting up and laying processes for security and Food and Beverage service. Key strengths include broad understanding of hotel operations and processes, structured & strategic thinking. Thoroughness of execution and personal integrity.

**CAREER STATEMENT.**

I am an experienced duty manager with handling and excelling at various stints of front office manager. I feel that my greatest strengths are commitment towards the task in hand and provide professional support to all of my colleagues. Secondly my skill at developing & maintaining a close but professional relationship with people from all backgrounds is a great addon.

**CORPORATE EXPOSURE.**

* **Holiday Inn Express, Kolkata airport**

DUTY MANAGER April 2019 –July 2021

* **Radisson City Center,Jaipur**

DUTY MANAGER December2017- March 2019

* **Le Meridien - Kochin**

FRONT OFFICE EXECUTIVE August 2017 – December 2017

* **Park Hyatt - Hyderabad**

FRONT OFFICE TEAM LEADER January 2016 – August 2017

* **The Westin - Mumbai**

FRONT OFFICE ASSOCIATE February 2013 – January 2016

* **The Westin - Hyderabad**

OPERATIONAL TRAINEE June 2011 – April 2012

**PROFESSIONAL/EDUCATIONAL BACKGROUND.**

# Institute of Hotel Management, Hyderabad 2009 – 2011

Bachelors of Hotel Management

# Rastraguru Surendranath Barrackpore, Culcutta University 2004 – 2007

Bachelors of Arts

# Kendriya Vidhyalay Barackpore, CBSE Board 2004

(HSC)

# Kendriya Vidhyalay Farakka*, C*BSE Board 2002

(SSC)

**DUTIES & REPONSIBILITIES.**

* Checking daily arrival list and monitor all VIP movements.
* Ensure guest has pleasant stay by supervision of room allocation and smooth check in & check out and special requirements of guest.
* Co-ordinate with security team and housekeeping team to ensure all security, hygiene and aesthetic standards of the hotel are met.
* Create a work environment that is high in employee morale and provides constant learning & development.
* Recruitment and performance appraisal of the staff in the department.
* Ensure prompt, efficient and accurate service to all guests through regularly monitoring and analyzing guest feedbacks.
* Ensurethatalltheoperationalstandardprocedures/guidelinessetforallthe processes are followed.
* Preparing standard operating procedures for front office department.
* Discussing departmental goals and formulate processes to achieve them.
* Preparing processes and ensuring they are followed to achieve medallia targets.
* Managing and training the front office staff to prepare for the operations.
* Managing and training the security team to ensure error free operations.
* Preparingessentialchecklistsandstandardoperatingproceduresforsecurity department.
* Maintain guest history system and update guest profiles.
* Ensure operational standards for all processes are followed.
* Ensures norms, procedures and systems for safety and security of guest belongings (e.g. Lockers, Left luggage etc) are followed.
* Answer the telephone calls and keep track of the in house activities.
* Ensuring guest special requests.
* Prepare reports on associate man hours daily and weekly report, HRMS attendance report, registration card verification report, daily briefing sheet,VIP arrival list,FCS report and guest locker report.

**TRAINING EXPERIENCE & ACHIEVMENTS.**

* Recognized as care for associate for month of June 2015 at The Westin Mumbai.
* Nominated as care for associate for month of June 2014 at The Westin Mumbai.
* Successfully completed 24 weeks of Industrial training from The Floatel Kolkata.

**KEY SKILLS AND COMPEENCIES**

* Ability to assess situations, evaluate options, make decisions, draw conclusions, and exercise good judgment.
* Comfortable working on various goals together and working under pressure.
* Strong command over MS Office.
* Comfortable in understanding property management systems.
* Understanding requirements, anticipating needs and delighting the guests.

**PROFESSIONAL**

* MS Office
* Comfortable with multiple PMS

**AREAS OF EXPERTISE**

* Strategic planning
* Team Building
* Revenue Enhancement
* MS Office
* Resource allocation
* Process improvement Hotel pre opening

**PERSONAL DETAILS.**

* D.O.B 18th December 1986
* Mother’s Name Mrs. Jhunu Ghosh
* Father’s Name Mr. Ashutosh Ghosh
* Languages Known English,Hindi and Bangla.