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The Taj Group of Hotels is where I first received the foundations for my strong background in hospitality operations and management.

I have gained experience ***of over 25 years*** in senior roles ranging a wide spectrum of ***operations, learning and development and customer relationship management*** in various industries including ***hospitality, telecommunications and education*** and development through consulting, project management, team leadership, culture and cultural change, instructional design, and implementation and facilitation of learning and development programs.

The commonality with my chosen professions was an environment where exceptional quality, customer service and occupational health and safety standards were key operating value drivers. Advanced hospitality focused qualifications achieved from City and Guilds (London), the Hospitality Awarding Body (London) and Hazard Analysis Critical Control Points (HACCP) principles training provided the technical knowledge upon which I have based and refined my skill through practical implementation and leadership.

**Key Capabilities**

##### Strategy Planning

* Launching new products with effective supply chain management.
* Conceptualising and exploring strategic avenues to enhance business volumes.
* Conceptualisation of learning environments.

##### P&L Management

* Sustaining profitable operations with focus on budgeting and marketing.
* Monitoring expenses with implementation of stringent cost control measures.

##### People Management/Training

* End-to-end training system and process.
* Human Resource Management, staffing, recruitment, performance management.
* Practical and theoretical training to enhance skills and engagement/ motivation levels.
* Content and curriculum development.
* Training needs analysis and solutions for people, process and organisation.

##### Operations

* Managing luxury resort hotels, high-volume restaurants, fast food operations.
* Overseeing operations across functional areas including Administration, Training, HR and others.

**Assignment history (Consultant Roles)**

**Chefs United Foods Pvt Ltd** (India) Since January 2017

*Consulting role for the organization transition of its existing business format*

* *Analyzing available Business volume & growth of B2C vs B2B*
* *Sales Transition direct to the customer*
* *Data centric decision making*
* *Setting up of Hybrid business model in the NCR*
* *Launching of the brand*

**Maitribodh Corporate Services** (India & Europe) SinceNovember 2015

*Consulting Sewa in training development and delivery services for:*

* *Spirituality at the work place*
* *Dealing with life challenges*
* *Managing inner conflict*
* *Visioning and innovation*

**Flavours of Arabia** (India) Oct 2012 to April 2017

(Unique Mediterranean Bedouin Concept)

*Managing Partner*

* *Concept designing*
* *Sourcing & training of Expat chefs*
* *Menu designing & SOP execution*
* *Sales & Marketing strategy*

**Director Customer Service Delivery** Oct 2009 to Sep 2011

**MTS Sistema Shyam Teleservices**

New Delhi, India

* *Setting up of Customer Service Delivery function for MTS in North India. Liaison with government for compliance, sourcing and setting up of vendor and vendor management system, service delivery contract finalization. Managing the customer experience and upselling strategy at 100 retail stores. Reduction of ‘call per customer’ metric from 1.89 to 1 per month.*
* *Leading the team for functional training of end to end customer interface delivered by partners across the board*

**General Manager Learning & Development** Dec 2007 to Sep 2009

**Virgin Mobile India**

New Delhi, India

* *Setting up of Learning and Development function for VMI and its partners*
* *Launching of assessment centre as per Virgin operational standards, managing certification and audits introduction of ‘High Value Customer Service*

**Vice President Organisational Development** Nov 2006 to Dec 2007

**Aegis BPO (Essar Group Company)**

New Delhi, India

* *Part of the Organisation acquisition team for inorganic growth*
* *Wing-to-wing set up followed by launch of Aegis Learning Academy “Ace”*
* *Managing the entire learning organisation for over 30,000 FTE located over 30 centres across India*

*Was part of the due diligence team for the organisation’s for multiple acquisitions*

**Director Learning** Apr 2005 to Nov 2006

**CLI3L**

(Joint venture of ITC InfoTech, India and ClientLogic, USA)

Bangalore, India

* *Managing and streamlining 12 International ITES and Telecom businesses’ learning function for 3,500 employees, setting up of learning system and processes*

**Head of Department** May 2000 to Oct 2004

**National Hospitality Institute**

Sultanate of Oman

* *Worked extensively on the Oman Government’s localisation project (Omanisation) for the hospitality sector, training across hotels, airlines, oil rigs and restaurants, managing the learning needs. Organization achieved Highest Grade “1” from the Adult Learning Inspectorate (UK).*
* *Target achieved was of 75% native Omani citizen in the work place*

**Restaurant General Manager** Oct 1996 to May 2000

**Yum Restaurant International**

(With KFC and Pizza Hut brands, and later with Dodsal as Corporate Training and HR Head)

New Delhi, India

* *Setting up the Pizza Hut concept in North India, Managing end-to-end Restaurant Operation and Sales*

*Achieved first store to become EBITDA positive in the first month of operation, and awarded the best store in the country*

**Food & Beverage Manager** Aug 1995 to Oct 1996

**Apra Hotels**

Gurgaon (new Delhi) India

* *Launched one of the largest Nightclubs in Asia, introduced ten-pin bowling for the first time in the country, achieved 100% revenue increment*

**Manager** Sept 1986 to Aug 1995

**Taj Group of Hotels**

India

* *Managed one of the best hotel restaurants in the world “Orient express”*
* *Trained F&B trainees for the Hotel for their apprentice program*
* *Planned & lead multiple festivals across the F&B function*
* *Managed the erstwhile iconic Tea house of the August moon 186 covers restaurant, set up the processes, planned the beverage menu, designed the dispense Bar, Launched the Chef Table concept for the group*
* *Trained at the Chambers Club & at the Zodiac Grill at the Bombay Taj*

**Qualifications**

* Advanced Teacher Training Techniques from City and Guilds London, 2003
* Adult Learning and Development Certification from HAB (Hospitality Awarding Body), London, 2002
* Science graduate from Bhopal University (graduated with merit), 1986
* Hotel Management, Bhopal, 1985

**Certifications**

* International Food Hygiene from The Royal Environmental Health Institute of Scotland
* Quality Management System Internal Auditor (based on ISO9001:2000)
* Teacher of Yoga, Diploma from Sivananda Yoga Peetham as a disciple of Swami Govindananda Saraswati.

**Referees**

* Available on request.