



## ARIJIT DUTTA

### GENERAL ADMINISTRATION & HOTEL OPERATIONS

*Maximizing resources and improving bottom line through expert leadership in quality service, staff development, cost management, and producing sustained business and revenue growth in changing markets.*



arijitdutta777@gmail.com



+91-9830937513

### Profile Summary

A positive and dynamic individual who has an extensive background in Hotel Operations. Skilled in maintaining service standards / operational policies; planning and implementing effective control measures to reduce running costs of the unit. Nurtured and led different development teams in sourcing, managing and implementing new opportunities across different hotel businesses. Proficiency in devising and implementing optimum business strategies to enhance new business avenues, quality standards across all departments, such as Front Office, Housekeeping, F&B, , Guest Servicing, CRM, EHS and make sound decisions in a fast-paced hotel environment.

A self-motivated & result oriented Hospitality Administrator & an enterprising leader with proven dexterity in leading who ensures that all the guests receive seamless hospitality experiences. A leader who believes in participative Management in which all the Team Members have the opportunity to reach their full potential. An effective communicator having a track record of creating environment of “Moments to Memories”.

Looking for the General Manager position with an exciting and ambitious Hotel Group.

Core Competencies			
OPERATIONS MANAGEMENT	CUSTOMER SERVICE	P&L MANAGEMENT	TEAM BUILDING
Hospitality Operations Pre- Opening Operations Business Development Sales Mix Revenue Optimization	Guest Satisfaction Occupancy Enhancement Quality Assurance Customer Retention	Financial Acumen & Budgets Cost Management Asset Management Strategic Planning	Participative Management Motivation/Empowerment Job Enrichment Employee Engagement

### Organisational Experience

**Since April 2022: Starlit Suites, New Town Kolkata as General Manager**

- Providing Leadership to 120 Keys Starlit Suites, New Town Kolkata in Project Stage to pre Opening
- Day to Day Coordination with Corporate Team regarding site work progress updates
- Coordinating with Builder, Engineering team, Architects and Field work force to maintain the work momentum
- Preparing Departmental BOQs
- Initiating Brand Visualization & Brand Penetration in the Target Market
- Talent Acquisition for soft opening
- Coordinating with Local Body & Concerned Authority for necessary Classification, Licenses & NOCs

### Previous Experience

**The Emerald Park Hotels, Nashik, Maharashtra as General Manager**

**July 2019 to July 2021**

#### COVID 19 Phase Experience

- Administered all the plans & preparedness to successfully transform the hotel to a 60 bedded COVID Positive Patients' Quarantine Centre along with a 10 bedded ICU unit April 2020 onwards
- Formed a highly motivated & trained TEAM to serve COVID Positive Patients with all the Hygiene protocols at the highest degree.

#### General Responsibilities

- Responsible for the performance of multiple hospitality units (Hotels, Restaurants, Banquets & Outdoor catering) assets across the region
- Sustained continual involvement through Weekly Management Review Meetings and implemented operational Checklists to ensure seamless service to end users and meet the Business objectives
- Creating new avenue to maximize the revenue and market positioning

- Envisage a strong plan to increase the scale and scope of the hospitality activities in Demographic & Qualitative Terms
- Development of Hotel Assets, Responsible for Project Concept Design, Execution, Costs , Timelines, Cash flows including Fund Management and accountable for P&L
- Negotiate and sign Hotel Agreements with leading Hotel owners Lead all Critical design and Cost decisions and iron out conflicts of relevance, costs & design brand standards
- Approve business plans, which include Strategies, Budgets, and Plans for multiple units

**Sinclair's Hotels Ltd, Ooty, Tamilnadu as General Manager**  
**August 2017 to May 2019**

Delivered leadership for and oversight of a certified 5- Star Luxury Resort & in 20 Acres of Untiring Bliss with 81 Rooms, Multiple Restaurants, Banquet Halls, Spa and Extensive Outdoor facilities. Challenged from day one to reduce on-going OPEX to maintain a steady GOP.

Assessed each line-item within the budget and immediately began to improve margins through streamlining staff, food costs, and other unnecessary operating expenditures.

Recruited a strong management team to assume departmental responsibility, and drove accountability for quality and service delivery from the top down.

Sustained continual involvement through Weekly Management Review Meetings and implemented operational Checklists to ensure seamless service to end users and meet the Business objectives

Creating new avenue to maximize revenue and positioning well the hotel in its segment Prepared Revenue & the Expenses Budget and formulated policies to meet the Budget as well as to ensure Growth over Last year (GOLY).

Prepared strategies for all revenue generating departments and implementing those to generate positive output Collaborated with the management and sending all required reports

Ensured guest satisfaction and responding to audits to ensure achieving continual improvement

**ITC Fortune Park Hotels Ltd. Gurgaon as Cluster Training Manager (Western Region)**  
**Maharashtra, Gujarat & Goa)**  
**June 2013 to Feb 2017**

Pre-Opening (Multiple Units in Gujarat & Bhubaneswar)

Fine Tuning Hospitality Profit Centers' Operations at Multiple Units

Cost Centre Utilization & Process Improvement at Multiple Units

Monitoring HR & Training Activities & provide guidance to the unit HRMs & HODs of Multiple Units for People & Process efficiency.

Quality Audits & Quality Assurances

Talent acquisition

Employee engagement

Budgetary Control & General Administration

Vendor Management

People Management

Reports & MIS

**Le Royal Meridien, Chennai by Marriott International Hotels as Training Manager**  
**Feb 2013 to June 2013**

Learning & Development

Quality Audits & Quality Assurances

Campus Recruitments

Employee Engagement

**ITC Fortune J P Palace, Mysore as Training Manager**  
**May 2012 to Feb 2013**

Quality Audits & Quality Assurances

End to End Recruitments

Employee Engagement

Performance Appraisal

HR Administration & Statutory Compliances

**The Pride Hotel, Kolkata, as Revenue & Reservation Manager****Nov 2011 to May 2012**

Pre-Opening ( 153 Keys Pride Kolkata Unit) Officiated as Pre-opening HOD  
Revenue Optimization  
Room Inventory Mix  
Sales Mix  
OTAs Management  
Corporate Relationship Management  
Reports & MIS

**The Peerless Inn, Kolkata (A Sarovar Hotels & Resorts Unit) as Duty Manager****Feb 2001 to May 2005**

Front Office Operations  
Guest Satisfaction Index  
Hospitality Excellence  
Relationship Management  
Revenue Optimization  
Budgetary Control Reports & MIS

**Academic Details**

- M.B.A. from Indira Gandhi National Open University.
- Post Graduate Diploma in Management from Indira Gandhi National Open University.
- Post Graduate Diploma in Human Resource Management from Indira Gandhi National Open University.
- B.Sc. in Hotel and Hospitality Administration from IHM Kolkata under National Council of Hotel Management and Catering Technology, Pusa, New-Delhi, (Ministry of Tourism, Govt. of India).
- Certified Trainer by Rutgers, The State University of New Jersey, USA
- Certified Development Centre Administrator by Starwood Hotels & Resorts Worldwide Inc. USA.

**Personal Details****Date of Birth:** 28<sup>th</sup> September 1975**Languages Known:** English, Hindi and Bengali**Address :** Ultadanga 8M, Housing Complex,  
Block – D2, Flat- 1, Kolkata-700067

Date:

Place:

(Arijit Dutta)