**DIPAN DAS**

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**EMAIL** [**dipandas007@gmail.com**](mailto:dipandas007@gmail.com) **/** [**Keryjhon@yahoo.com**](mailto:Keryjhon@yahoo.com)

**MOBILE +91- 9830947958 / 7980143912**

**RESIDENCE 03, NO. CHANDIGARH.JORA PUKUR. NEAR, BIPIN BIHARI**

**SCHOOL. P.O. MADHYAMGRAM BAZAR. DIST-24 PARGANA**

**NORTH. KOLKATA – 700130 WEST BENGAL**

**NATIONALITY INDIAN**

**PASSPORT ID S5363878**

**VALIDITY 26-02-2015 To 25-02-2025**

**JOB EXPERIENCES JULY 2008 TO TILL DATE**

**Executive MBA in Hotel & Hospitality Management with 10 years of experience in Hotel & Hospitality industry.**

**Current Role: Assistant General Manager Banquet Operation**

**Area of Specialization: Operation, Event Management, F&B Service, Guest Relation & service, Sales, Vendor Management, Team Handling.**

**Currently Working at: ORAVEL STAY PVT. LTD. (OYO WEDDINGZ.)**

**CAREER OBJECTIVES**

I want to effectively utilize my acquired skills in a challenging position with a progressive

company. The last experiences have provided me an exposure to different facets of a business like finance, marketing and operations. It has also equipped me with an ability to understand the organizational dynamics and look at issues from wider perspective

**PROFILE**

**[] Excellent team management , customer service & vendor management . Creating and executing**

**distinctive, high impact marketing plans and strategies for deeper market penetration**

**[] Hands on experience in Operation, HR, Purchase, Logistics, Sales, Delivery, Inventory, etc**

**[] Exceptional interpersonal skills, persuasive negotiation skills, Purchase & sales related skill with**

**profit & Loss.**

**CAREER SUMMARY**

**My present Organization : ORAVEL STAY PVT.LTD. ( OYO WEDDINGZ ) July 2019 to present Date**

**My Latest Designation:: ASSISTANT GENERAL MANAGER (BANQUET OPERATION)**

**Key Responsibilities….**

1. Check the day to day smooth operations & follow up as per the SOP’s
2. Arrange the other model banquets booking & smooth operation of it with co ordination with the venue owner & their team
3. Taking care of guest, solve their problems & complains.
4. Monitoring the sales of Banquets
5. Control the service staff, housekeeping staff, maintenance staff & securities
6. Check the cleaning & hygienic of every outlets as well as staffs.
7. Set the menu with the co ordination of kitchen team / catering venders at the time of banquet booking
8. Focus to the special arrangement of guest.
9. Taking care of Venders & line up as per the operational requirement
10. Keep arrangement of casual staffs as per the events requirement
11. Taking care of costing, Profit & loss, sales, Marketing.
12. Take care the Inventory of Ware House, Stores & outlets (Banquets)
13. Promotion the banquets to the guest
14. Handle the F&B store, take care of sales & receive stock of raw-materials & beverages.

**My last Organization: HOTEL KINGS CROWN KOLKATA BY MAJUMDER HOTEL** **AND RESORTS PVT. LTD. January 2012 to June 2019**

**Joined as a :: SR. F&B EXECUTIVE**

**Key Responsibilities ….**

1. Taking care of all F&B service outlets as per requirements.
2. Take care the guest and about their requirements.
3. Take the staff biffing & duty allocation.
4. Always check the stander level of service

**Promoted to:: BANQUET MANAGER on April 2015**

**Key Responsibilities ….**

1. Check day to day smooth operations .
2. Go through with guest comments card & take the necessary steps.
3. Taking care of guest, solve their problems & complains.
4. Check the liquor book & tally with the physical measurement.
5. Set the menu with the co ordination of kitchen at the time of banquet booking
6. Keep arrangement of casual staffs for banquets & special events.
7. Taking care of costing, Profit – loss, sales, Marketing.
8. Promotion the banquets as well as hotels
9. Handle the F&B store, take care of sales & receive stock of raw-materials & beverages.

**My previous Organization was HOTEL SEA PRINCESS MUMBAI BY SEA PRINCESS HOTES & PROPERTIES PVT. LTD. From July 2008 to November 2011**

**Designation:: BANQUET CAPTAIN**

**Key Responsibilities ….**

1. Take care of all Banquet operation & customer service.
2. Shift n Operation Planning, Regular Indenting, Shift Analysis, Departmental Training.
3. Taking care of guest, solve their problems & complains, organized banquets party etc.
4. Co-ordination with Front Office, Housekeeping Maintenance, Accounts, Production, Sales and Hr.

**TRAINNING EXPLOSURE**

[] Have done Industrial Training at **HOTEL SEA PRINCESS. MUMBAI.**

[] Have done Casual Training in **HYATT REGENCY, KENILWORTH, PEERLESS INN,** KOLKATA

**EDUCATIONAL QUALIFICATION**

|  |  |  |
| --- | --- | --- |
| **YEAR** | **EXAMINATION** | **UNIVERSITY / BOARD** |
| 2005 | 10+2 | W.B.B.H.S.E. |
| 2003 | 10 | W.B.B.S.E. |

**PROFESSIONAL QUALIFICATION**

**[] Executive Masters of Business Administration ( EMBA)On Hotel Management And Hospitality**

**Management. From IIBM. Campus- IIBM Tower 1**

**BERIPURA, Meerut 02 (NCR) on 2011**

[]  **Bachelor Degree in Hotel Management and Tourism (B.Sc. in Hotel Management and Tourism)**

**{Annamalai University} from NIMS School of Hotel Management, Salt Lake City, Kolkata.**

**On 2008.**

**PERSONAL DETAILS**

Date of Birth 07-02-1988

Father’s Name Dilip Das

Mother’s Name Joyanti Das

Marital Status Married

Languages Known English (US), Hindi, Bengali

Computer knowledge MS Office, D.T.P. MS Windows, PMS, Photo Shop

Interested Listening Music, Traveling, Net Surfing, Game Playing

**STRENGTHS**

Self Confidence and Enthusiasm are of course my strengths what keeps me up. I am Flexible and open to

feed back.

DATE: SIGNATURE -----------------------------------------------------------

DIPAN DAS