



# SEKH JAHANGIR HOSSEN

Hotel General Manager

## SUMMARY

- 17 Years + Till date of working experience in star hotels & resort.
- Great knowledge of principles and proceeding customer and personal services.
- Remarkable ability of communication to convey information effectively.
- Always intending to help the colleagues and customers as well when required.
- Good customer care relationship.
- Hard working personal with an ability to multi task effectively.
- Detail oriented, Efficient and organized professional with extensive experience in hospitality & catering technology. Very good written and Verbal communication skills. Highly trust worthy, discreet and ethical.

## CONTACT



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Gumodanga, Mollaber,  
Dankuni, Hooghly-  
712250.(W.B)

## WORK EXPERIENCE

### GENERAL MANAGER

**Hotel Grand Starline** (A four-star hotel)

G.S, Road, Christian Basti, Guwahati-781005 (Assam)

July,2019 to till date

### GROUP GENERAL MANAGER

**Eden Group of Hotels**

Modrina Bhaban, Police Bazar, Shillong, Meghalaya-793001

Feb,2018 to Jun,2019

### OPERATIONS MANAGER (Special care of F&B)

**Re Gen Ta Inn Larica** (The Royal Orchid Hotels)

Biswa Bangla Road, Noapara, Chinarpark, Rajarhat, New Town,  
Kolkata - 700157

May,2016 to Jan,2017

### FRONT OFFICE MANAGER

**Cocoon** (A Four-Star Luxury Hotel)

Beside Puja Talkies, Near Railway Station,  
Dhanbad-826001(Jharkhand)

Jan,2016 to April,2016

### FRONT OFFICE MANAGER

**Barsana Hotel & Resort** (A Four-Star Hotel & Resort)

Khaprail Road, Matigara, Siliguri, Darjeeling – 734010(WB)

Jun,2014 to Dec,2015

### FRONT OFFICE MANAGER

**Hotel Prinz Residency** (A Four-Star Hotel)

Koyilandi, Calicut.673319 (Kerala)

Nov, 2010 to may,2014

### FRONT OFFICE EXECUTIVE

**Kellely's Park Inn** (A Three-Star Hotel)

Ain Road, South-Chalakyudy, Thrissur -680037(Kerala)

Aug,2008 to April,2014

## EDUCATION

### MADHYAMIK (10<sup>th</sup>)

From WBBSE  
In 1994

### HIGHER SECONDARY (10+2)

From WBCHSE  
In 1996

### BACHELOR of COMMERCE

From CMJ University,  
Meghalaya  
In 2012 (Correspondence)

## TECHNICAL QUALIFICATION

### DIPLOMA in HOTEL MANAGEMENT (DHM)

From Bengal Institute of Hotel  
Management (B.I.H.M)  
In 2003

### CERTIFICATE in FINANCIAL ACCOUNTING SYSTEM

From Mother Computer Centre,  
Dankuni, Hooghly, W.B.  
In 2005

## COMPUTER SKILLS

Tally ERP 9  
Fact  
MS Office(Excel, Word,  
Power Point)  
Internet Browsing  
Hot World  
Restosoft  
Data Man(Aatithya)  
Technics Hotel Software  
IDS Fortune Next- V 2, V  
6-i, V6.5

### FRONT SHIFT SUPERVISOR

Hotel The Pinnacle (A Three-Star Hotel)  
Ranchi, Jharkhand  
Jul,2006 to Jun, 2008

### FRONT OFFICE ASSISTANT

Hotel Chandela (Taj Group of Hotels)  
Khajuraho Airport Road, Sevegram, Kajuraho-471606(MP)  
Jun,2004 to Jun,2006

## JOB RESPONSIBILITIES

- To take fully responsibilities for all aspects of all departments.
- To support and work with all Head of Departments in all aspects of running the Hotel.
- To ensure the premises are in operative condition as per category of the unit to receive and serve the guests.
- To conduct regular operations team meeting with all the HOD daily / weekly to discuss routine operational matters, sales targets, GSTS feedback / RSTS feedback and action taken for service recovery, and also any staff issues, Minutes of the meeting to be sent to MD.
- To ensure SOP implementation in all departments and check the same during routine operational checks. Consultant/GRM guidance to be taken wherever required.
- To monitor the purchase/indent/requisitions of each department, the accounts receivable (collection from debtors) and the accounts payable (payable to the vendors/suppliers etc.)
- Randomly inspecting the stores (F & B/Kitchen) to check the stock in hand (quality, PAR stock levels, expiry etc.) with the F & B Manager and Chef.
- Dealing with suppliers/vendors for quality products involving purchase manager and providing performance assessment of vendors every quarter to H.O purchase.
- Inspecting all departments for SOP implementation.
- Inspecting all departments with their respective managers for cleanliness, ambience, service redlines, staff grooming and hospitality culture.
- To monitor the co-ordination between all departments for smooth and efficient operations.
- Assessing and reviewing customer satisfaction and service recovery process.

## ABILITIES & ATTITUDES

Can work under pressure

Reliable

Self-motivated

'nothing is impossible' attitude

Very honest

Very responsible

Can work through any  
accounting package or Hotel  
Software.

## HOBBIES

Car Driving

Travelling

To meet new people

## LANGUAGES KNOWN

English

Hindi

Bengali

Assamese

Arabic (Read Only)

- To meet all Dept. heads to review and train the staff to upkeep the human capital.
- Identifying staff learning needs and assisting the development.
- Providing timely and constructive feedback to all direct reports as and when required either formally or informally.
- To conduct weekly or daily meeting with marketing people for inquiry and follow-up conversion to grow up the business.
- To monitor and maintain operation and overhead cost in order to maintain maximum revenue to the organization.
- To be on available on call 24 hours a day to resolve any urgent problems on emergencies.
- Responsible for the overall management of the operation of the Hotel.
- Any other duties assigned.

## PERSONAL INFORMATION

Date of Birth : 18<sup>th</sup> July, 1975

Nationality : Indian

Religion : Islam

Sex : Male

Blood Group : A+

Marital Status : Married

Height : 5'6"

## REFERENCES

**Mr. Anand Kumar**  
General Manager,  
Uma Residency,  
Satna, MP, India  
☎ 7283013140

**Mr. Abhijit Das**  
F&B Manager,  
Hotel Grand Starline,  
Guwahati, Assam, India  
☎ 6001959893

**I do hereby declare that information provided are true and correct to the best of my knowledge and belief.**

Date: \_ \_ \_ \_ \_

Place: \_ \_ \_ \_ \_

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**SEKH JAHANGIR HOSSEN**