

Tirthankar Basu

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Maximizing resources and improving bottom line through expert leadership in quality service, staff development, cost control, budgeting and idealistic P&L management. Providing effective solutions that produce immediate impact and contribute to long term success.

SUMMARY

Senior operations and general management executive leveraging more than 20 years of top-level Profit and Loss responsibility for multi-service hotels and restaurants internationally. As a Business Head in Project Management Consulting role with Mazaya, I have managed multiple new project based ventures aimed at developing corporate strategy, executing operational set-up, improving operational processes and developing / enhancing technology capabilities.

I have a proven track record of developing and building strong teams and efficient systems to positively impact start-up businesses, growth and expansion objectives. I am accustomed to dealing with executive level associates as well as directors and CXO's for overall project status reporting and adapt rapidly to fast pace environments and complex organizations.

CORE COMPETENCIES

OPERATIONS MANAGEMENT	STAFF DEVELOPMENT	CUSTOMER SERVICE	P&L MANAGEMENT	PROJECT MANAGEMENT
Hospitality Management	Recruiting / Hiring	Guest Satisfaction	Budget Management	Communicate Effectively
Food & Beverage Operations	Talent Optimization	Increased Footfall	Cost Controls (Labor, F&B)	Organize and Juggle
Multi-site Operations	Training & Coaching	Customer Retention	Asset Management	Solve Problems and Make Decisions
Restaurant Management	Motivation / Empowerment	Quality Assurance	Strategic Planning	Build Good Teams

EXPERIENCE

01/2014 to 2018

Business Head – New Hospitality Projects at Mazaya Oman

Muscat, Dubai, UK, USA

Role Description: Delivered leadership for and oversight of multiple restaurants, outdoor catering and banquet operations for the F&B venture. Challenged from day one to set up the operations and manage the project on a turn-key basis. Over the year operations include assessing each line-items within the budget and immediately deliver to improve margins through streamlining staff, food costs and other unnecessary operating expenditures. Recruited and hired strong management team to assume departmental responsibility, drove accountability for quality and service delivery from top down. Sustained continual involvement through weekly management meetings and frequent department visits to provide ongoing management support and satisfy company objectives.

Brands Handled: Weslodge Saloon (JW Marriot), Dubai; Morah by Byblos (JW Marriot), Dubai; The Yellow Chilli Restaurant (Sanjeev Kapoor), Muscat; Gulfstream Aerospace Corporation; Gulf Craft Yachts.

- Meeting with project stakeholders to determine project background, root cause / gap analysis, and process impacts.
- **Managed the project stakeholders**, project team, action items, and project schedule to accomplish deliverables.
- **Expanded cost-control initiatives** from the second year, reducing the costs by 20%.
- **Reduced operating expenses** 75% while improving quality services, staff morale and customer satisfaction.

- **Generated new revenue sources** including the addition of loyalty schemes, maximizing extra capacity by setting up the outdoor catering unit and increasing the number of orders.
- Empowered every employee to promptly resolve issues and satisfy guests through the development of an employee operations manual to be signed by all employees, defining company vision, policies, procedures and priorities.
- Brand building & increasing the voice and consumer awareness of our brands.
- Deliver on agreed the businesses goals and targets, while effectively managing budgets.
- Managing Mazaya's new Project towards CSR efforts to include hydroponics a self-sustaining food production system. The process includes the farming of plants in water to create a sustainable food production system constructed for being a strong advocate of environmental sustainability.
- Evaluating new projects to foray into Oman, the GCC market & worldwide.

10/2011 to 01/2014

New Project Management Consultant – Senior Management at VAB Ventures Ltd.

India

Role Description: Served as a project manager on the Ops Implementation team for hospitality projects supporting the Venture Capital.

- Liaising with the board of directors, formulating strategic initiatives, attending board meetings, ensuring sound financial practices of the organization, managing the strategic plan, ensuring a healthy working environment and overseeing revenue generation and general operations.
- Partnered with business channels, compliance department, IT and other stakeholders to identify change opportunities and develop strategic action plan.
- Implemented changes to Operations, Services, Front Office, and On-line System processes to increase efficiency.

10/2011 to 01/2007

Corporate Communication – Senior Management at Regent Finance Corporation Ltd.

India

Role Description: Strategic Planning in protecting and building the reputation of the Company. Monitoring overall IT, administration, Human Capital Management, research, marketing and communications and developing the alternate channel for product distribution.

- Acted as liaison and coordinator between business units and technology to identify solutions for existing operational problems.
- Managing External and Internal Communications - relationships with the media and play a leading role in financial communications.
- Managing Brand and Sponsorship – brand building activities to deliver the brand promise, deeply embedded in the organisation and culture.
- Knowledge Management and Developing eMedia - designs, functionality, usability and content management of the Corporate Website and intranet, which are vital channels for communicating with our stakeholders.
- Change Management ensuring benefit realization, using Balance Score Approach for identifying value articulation gaps and leakage, improved value realized improved of customer satisfaction index.

12/2005 to 06/2006

Customer Service Advisor – Cooperative Financial Services

United Kingdom

Role Description: Team management- 10 Advisors, Trainees & Support staff. Co-ordinating with Financial Advisors, Regional Sales Manager, Underwriters, Claims, Regional Operation Manager, Regional Process Coordinator, etc.

- Insurance Advisory & Technical Support to customers from UK & Ireland.
- Responsible for monitoring KPI's, targets and also for staff reviews/appraisals.
- Identifying training needs and delivering training for new recruits.

- Complaint Handling and resolution.

06/1997 to 08/2003

Food & Beverage Service – F&B Assistant at Taj Hotels

India

Role Description: Strong and consistent management of the F&B team to ensure consistent levels of service and product are delivered through excellence.

- F&B outlets service operations including stock ordering, special purchases and inventory maintenance.
- Designing, planning and execution of Food Festivals, Cocktail Nights and Theme Parties.
- Responsible to monitor and achieve the F&B revenue target.
- Coordinated and conducted training programs for apprentices, trainees and staff.
- Responsible for monitoring KPI's, targets and also for staff reviews/appraisals.

EDUCATION

2004 MBA

Masters of Business Administration, **Manchester Metropolitan University (MMU)**

Manchester, Lancashire, UK. Research Project involving UK SME's: Analyzing the barriers and factors for adoption of ICT. [Alumni Stories: Click to view Tirthankar's Profile](#)

2000 BBA

Bachelor of Business Administration, Annamalai University – India

Elements of Insurance, 1st Class

1997 Diploma in Hotel Management

IHMCT&AN – National Council for Hotel Management & Catering Technology, New Delhi, India – 6 months Industrial Training at Taj Bengal, Kolkata.

PERSONAL

Date of Birth : 23rd June 1976 (41 Years)

Nationality : Indian

Passport No. : Z3291092 Passport Expiry: 18 May 2026

Current Visas : USA (Business Visa) Valid Until 2025, UK (Visit) Valid Until 2021, Schengen Visa Valid Until 2017, Canada (Visit Visa) Valid Until 2026, Canada PR Processing.

Interview & Feature: [Faces Magazine \(Click to Read\)](#)
[Bride & Groom Magazine \(Click to Read\)](#)