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GENERAL MANAGER OF THE YEAR, SOMNATH MUKHERJEE, IS INSPIRED BY THOSE AROUND HIM AND STRIVES TO MAKE A DIFFERENCE FOR EVERYONE

BY: **BW HOTELIER**

SOMNATH MUKHERJEE, winner of the BW Hotelier Indian Hospitality Award 2018 for General Manager for the Year (chosen from Luxury hotels) heads the iconic Taj West End in Bengaluru. Mukherjee spoke with us on the occasion of receiving his award. This is an excerpt.

Who or what is your inspiration?

I am inspired by all those who strive to give their best every single day and make a difference not only to their own lives, but to the lives of their family, their colleagues and the organization they work for.

I have had the good fortune of being surrounded by positively charged individuals who extend their best efforts in transforming and delivering both experiences as well as superlative results. This is by far my greatest inspiration and one which I draw a huge amount of positivity from. I must also add that one has to be able to appreciate and learn from the stories of both our associates as well as our guests to gain new perspective and draw inspiration to achieve our goals.

The biggest turning point in your life?

The turning point in my life was my first appointment as General Manager at the Taj Ganges, Varanasi along with a special responsibility to launch Taj Nadesar Palace. Not only did this opportunity instill greater confidence in my own abilities but also helped me realize my strengths and weaknesses and gave me a window to express myself spontaneously. Apart from all the strategic work we did, as a team to make the hotel the most profitable in the SBU, the launch of Nadesar Palace turned out to be hugely successful. In a short span of

3 months, we had spun a success story, turning the grassland into a sprawling garden - the cynosure of every eye. My days at Varanasi were a huge learning experience for me and have also played a pivotal role in moulding me to become the professional I am today.

Your outstanding contribution in the last one year?

My greatest contribution in the last one year has been to work on my leadership style in a way that I have been able to motivate and energize my team.

My greatest contribution in the last one year has been to keep my team focused on our goals and motivate them to push beyond their boundaries by bringing out the best in



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each one of them. I have spent considerable time and effort in developing my core team to take on newer challenges and roles in their growth to success. The last year has seen me work on adapting my leadership style to one where I have been able to motivate and energize my team in order to channel and align our efforts with our goals for the fiscal.

An extended part of this effort has also been to ensure that the same level of determination and enthusiasm percolates down to every associate in our hotel. By working on this approach we have not only created empowered individuals across the hotel but have also been successful in taking Taj West End to greater heights. We have been successful in achieving not only our target for the year but also the highest ever Top Line and EBITDA in the past few years alongside enhanced guest experiences, unmatched operational efficiencies and lower attrition levels.

As told to Sakshi