

SN	Matters related to	Name	Designation	Email Id	Ext. No.
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## Touchpoints for Members: Matters Related to Tollygunge Club

### 1. Functional Level

#### • Membership

1	New Membership / Status of existing membership application	Ms. Esha Roy	Executive	<a href="mailto:esharoy@tollygungeclub.org">esharoy@tollygungeclub.org</a>	143
2	Outbound Reciprocal Clubs Queries & Introduction	Mr. Avishek Rajak Ms. Esha Roy	Executive	<a href="mailto:avishekrajak@tollygungeclub.org">avishekrajak@tollygungeclub.org</a> <a href="mailto:esharoy@tollygungeclub.org">esharoy@tollygungeclub.org</a>	210 143
3	Existing Membership and Reciprocal Members of Kolkata Clubs	Mr. Tapas Chatterjee Mr. Jayant Samajder	Asst. Manager	<a href="mailto:tapaschatterjeejr@tollygungeclub.org">tapaschatterjeejr@tollygungeclub.org</a> <a href="mailto:jayantsamajder@tollygungeclub.org">jayantsamajder@tollygungeclub.org</a>	149
4	Inbound Reciprocal Members				
5	Member Billing, Outstanding & Member's Relation				
6	Membership Card				
7	Temporary Memberships				

#### • Rooms, Food and Beverages & Banquet

1	Room Booking	Mr. Sudip Sengupta Ms. Angana Hazra	Asst. Manager Executive	<a href="mailto:sudipsengupta@tollygungeclub.org">sudipsengupta@tollygungeclub.org</a> <a href="mailto:anganahazra@tollygungeclub.org">anganahazra@tollygungeclub.org</a> <a href="mailto:rooms@tollygungeclub.org">rooms@tollygungeclub.org</a>	130 162
2	Banquet Booking (Party & Conference)	Mr. Sudip Basu Ms. P. Shantipriya	Sr. Manager Sr. Executive	<a href="mailto:sudipbasu@tollygungeclub.org">sudipbasu@tollygungeclub.org</a> <a href="mailto:shantipriya@tollygungeclub.org">shantipriya@tollygungeclub.org</a> <a href="mailto:banquets@tollygungeclub.org">banquets@tollygungeclub.org</a>	144
3	Club Kitchens	Mr. Rajan Stanley	Executive Chef	<a href="mailto:rajanstanley@tollygungeclub.org">rajanstanley@tollygungeclub.org</a>	173
4	Club House (F&B Operations)	Mr. Sukanto Ghosh	Chief Manager	<a href="mailto:sukantoghosh@tollygungeclub.org">sukantoghosh@tollygungeclub.org</a>	418
5	18th Shamiana & Gravel, Pantiles Bars & Vendor F&B Outlets	Mr. Sudip Basu	Sr. Manager	<a href="mailto:sudipbasu@tollygungeclub.org">sudipbasu@tollygungeclub.org</a>	144
6	Banquet Billing	Mr. Avishek Rajak	Executive	<a href="mailto:avishekrajak@tollygungeclub.org">avishekrajak@tollygungeclub.org</a>	210

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7	Payments Enquery (Fund Transer/Cheque/Cash/Gateway)	Mr. Achintya Ghosh Mr. Dipankar Sur Mr. Sourav Ghosh	Manager Manager Sr. Executive	<a href="mailto:achintyaghosh@tollygungeclub.org">achintyaghosh@tollygungeclub.org</a> <a href="mailto:dipankarsur@tollygungeclub.org">dipankarsur@tollygungeclub.org</a> <a href="mailto:souravghosh@tollygungeclub.org">souravghosh@tollygungeclub.org</a>	139 168
<b>• Sports Facilities &amp; Library</b>					
1	Golf Course, Plants & Trees	Mr. Sudip Chakraborty	Asst. Manager	<a href="mailto:sudipchakraborty@tollygungeclub.org">sudipchakraborty@tollygungeclub.org</a>	142
2	Golf Tee Off Booking & Tournaments	Mr. Mahammed Ali	Executive	<a href="mailto:mahammedali@tollygungeclub.org">mahammedali@tollygungeclub.org</a> <a href="mailto:sonuchoudhary@tollygungeclub.org">sonuchoudhary@tollygungeclub.org</a> <a href="mailto:tollygolf1@gmail.com">tollygolf1@gmail.com</a>	142
3	Golf Driving Range	Mr. Sonu Choudhary			
4	Swimming Pool & Gymnasium	Mr. Sudip Dhara	Chief Manager	<a href="mailto:mr.sudip.dhara@gmail.com">mr.sudip.dhara@gmail.com</a>	196
6	Equestrian (Stables)	Mr. Shane Domingo	Manager	<a href="mailto:shanedomingo@tollygungeclub.org">shanedomingo@tollygungeclub.org</a>	167
7	Riding Classes/Lease Livery (Billing)	Ms. Seema Dutta	Sr. Executive	<a href="mailto:seemadutta@tollygungeclub.org">seemadutta@tollygungeclub.org</a>	241
8	Lawn Tennis/Squash/Table Tennis	Mr. Swapan Santra	GM	<a href="mailto:swapansantra@hotmail.com">swapansantra@hotmail.com</a>	153
9	Library	Ms. Suparna Bose Mr. Pranab Samal	Executive Office Asst.	<a href="mailto:library@tollygungeclub.org">library@tollygungeclub.org</a>	231
10	Coaching & Facility Inquiries (Swimming / Tennis / Squash / Table Tennis / Billiards / Snooker / Gym / Bridge / Darts)	Ms. Sukanya Nag	Sr. Executive	<a href="mailto:sukanyanag@tollygungeclub.org">sukanyanag@tollygungeclub.org</a>	136
<b>• Other Facilities</b>					
1	Ayurvedic Center / L'Oreal Parlour / Spencer's / Changing Rooms / Changing Rooms & Massage Parlour	Mr. Animesh Chakraborty	Manager	<a href="mailto:animeshchakraborty@tollygungeclub.org">animeshchakraborty@tollygungeclub.org</a>	164

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<b>• Engineering &amp; Maintenance</b>					
1	Projects & Maintenance, Civil	Mr. Swapan Santra	GM-Projects	<a href="mailto:swapansantra@hotmail.com">swapansantra@hotmail.com</a>	153
2	Mechanical	Mr. Sudip Dhara	Chief Manager	<a href="mailto:mr.sudip.dhara@gmail.com">mr.sudip.dhara@gmail.com</a>	196
3	Electrical	Mr. Debasis Mondal	Asst. Manager	<a href="mailto:debasismondal@tollygungeclub.org">debasismondal@tollygungeclub.org</a>	165
4	IT and Systems including App, Website Related	Mr. Ezaz Ahamad Mr. Pradip Patra	Sr. Executive Executive	<a href="mailto:ezazahamad@tollygungeclub.org">ezazahamad@tollygungeclub.org</a> <a href="mailto:pradipatra@tollygungeclub.org">pradipatra@tollygungeclub.org</a>	141 171
<b>• Administrations (Including medical Emergencies and Area Cleanliness)</b>					
1	HR & Administration / Member's Parking / Security Guards	Mr. Animesh Chakraborty	Manager	<a href="mailto:animeshchakraborty@tollygungeclub.org">animeshchakraborty@tollygungeclub.org</a>	164
2	Member's Parking				
3	Security Guards				
<b>• Miscellaneous</b>					
1	Car's Sticker / RFID Sticker	Mr. Avishek Rajak	Executive	<a href="mailto:avishekrajak@tollygungeclub.org">avishekrajak@tollygungeclub.org</a>	210
2	Golf Cart / Locker Room	Mr. Sudip Dhara	Chief Manager	<a href="mailto:mr.sudip.dhara@gmail.com">mr.sudip.dhara@gmail.com</a>	196
3	Locker Room				
<b>2. Higher Level of Escalation (If not responded to/attended to by Functional level in 48 hours)</b>					
1	Finance & Memberships	Mr. Anirban Lahiri	Sr. GM	<a href="mailto:mr.anirbanlahiri@gmail.com">mr.anirbanlahiri@gmail.com</a>	400
2	F&B, Rooms, Housekeeping & Laundry	Mr. Gautam Singh	GM	<a href="mailto:gautamksingh@tollygungeclub.org">gautamksingh@tollygungeclub.org</a>	200
3	Events Management & Sponsorship	Mr. Saibal Bose	Chief Manager	<a href="mailto:saibalbose@tollygungeclub.org">saibalbose@tollygungeclub.org</a>	139
4	IT and Systems	Mr. J D Ghosh	Chief Manager	<a href="mailto:jdghosh@tollygungeclub.org">jdghosh@tollygungeclub.org</a>	404
5	General Administration (Cleanliness/security/administration)	Mr. Subrato Banerjee	Chief Manager	<a href="mailto:subratobanerjee@tollygungeclub.org">subratobanerjee@tollygungeclub.org</a>	408

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6	Golf	Mr. Gaurav Pundir	Golf Superintendent	<a href="mailto:gauravpundir@tollygungeclub.org">gauravpundir@tollygungeclub.org</a>	142
<b>3. General (If not responded to/attended to by Higher Level in 72 hours)</b>					
1	All Matters	Brig V Ganapathy	CEO	<a href="mailto:vganapathy@tollygungeclub.org">vganapathy@tollygungeclub.org</a> <a href="mailto:sunitamodi@tollygungeclub.org">sunitamodi@tollygungeclub.org</a> <a href="mailto:sukanyanag@tollygungeclub.org">sukanyanag@tollygungeclub.org</a>	140 128 136
Members are requested to save this touchpoint list for easy reference and use					