

| 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<br>Ms. Esha Roy           | Executive     | <a href="mailto:avishekrajak@tollygungeclub.org">avishekrajak@tollygungeclub.org</a><br><a href="mailto:esharoy@tollygungeclub.org">esharoy@tollygungeclub.org</a>                         | 210<br>143 |
| 3 | Existing Membership and Reciprocal Members of Kolkata Clubs | Mr. Tapas Chatterjee<br>Mr. Jayant Samajder | Asst. Manager | <a href="mailto:tapaschatterjeejr@tollygungeclub.org">tapaschatterjeejr@tollygungeclub.org</a><br><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<br>Ms. Angana Hazra | Asst. Manager<br>Executive   | <a href="mailto:sudipsengupta@tollygungeclub.org">sudipsengupta@tollygungeclub.org</a><br><a href="mailto:anganahazra@tollygungeclub.org">anganahazra@tollygungeclub.org</a><br><a href="mailto:rooms@tollygungeclub.org">rooms@tollygungeclub.org</a> | 130<br>162 |
| 2 | Banquet Booking (Party & Conference)                       | Mr. Sudip Basu<br>Ms. P. Shantipriya   | Sr. Manager<br>Sr. Executive | <a href="mailto:sudipbasu@tollygungeclub.org">sudipbasu@tollygungeclub.org</a><br><a href="mailto:shantipriya@tollygungeclub.org">shantipriya@tollygungeclub.org</a><br><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<br>Mr. Dipankar Sur<br>Mr. Sourav Ghosh | Manager<br>Manager<br>Sr. Executive | <a href="mailto:achintyaghosh@tollygungeclub.org">achintyaghosh@tollygungeclub.org</a><br><a href="mailto:dipankarsur@tollygungeclub.org">dipankarsur@tollygungeclub.org</a><br><a href="mailto:souravghosh@tollygungeclub.org">souravghosh@tollygungeclub.org</a> | 139<br>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><br><a href="mailto:sonuchoudhary@tollygungeclub.org">sonuchoudhary@tollygungeclub.org</a><br><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<br>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<br>Mr. Pradip Patra | Sr. Executive<br>Executive | <a href="mailto:ezazahamad@tollygungeclub.org">ezazahamad@tollygungeclub.org</a><br><a href="mailto:pradipatra@tollygungeclub.org">pradipatra@tollygungeclub.org</a> | 141<br>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                  | 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><br><a href="mailto:sunitamodi@tollygungeclub.org">sunitamodi@tollygungeclub.org</a><br><a href="mailto:sukanyanag@tollygungeclub.org">sukanyanag@tollygungeclub.org</a> | 140<br>128<br>136 |
| Members are requested to save this touchpoint list for easy reference and use   |                    |                   |                     |  |                   |