



Rajesh Kumar

• Hotel Manager

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From : New Delhi, India - 110059.

Present Address : Rani Pokhari, Dehradun - 248145.

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- Professional & Enthusiastic hotelier worked in leading international hotel chains : ITC Hotels (New Delhi), Jumeirah Group of Hotels (Dubai), Shangri La (New Delhi), Mapple Hotels (New Delhi), Treebo Trend Hotels (New Delhi), Novello globe hotels & resorts (Dehradun).
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Work Experience

- **Restaurant Manager at Rajwada/The Novello delight restaurant, Novello globe hotels & resorts, Dehradun : July 2024 - September 2024**

Responsible for daily operations of the restaurant including guest's services, hiring & training, inventory management, health & safety compliance, leadership, financial management, communication, daily staff trainings and briefings.

- **Hotel Manager at Treebo Trend TMS Hotel, Dwarka, New Delhi : August 2022 - March 2023**

Responsible for the daily operations of hotel including staff training, hotel sales, guest complaint handling, budgeting, and creating hotel SOPs & policies.

- **Health Coach & Nutritionist at freelance : March 2018 to present**

I have coached many individuals including males and females of all age groups to achieve their fitness goals through Direct online clients and freelancing with gyms & health clubs.

- **Hospitality trainer at Skillman Academy, PMKVY, New Delhi : Sep 2017 - Dec 2019**

Teaching food & beverage service, front office, communication skills, personality development to unprivileged students and Responsible for training program design, training delivery, training technique, students training evaluation, assessments and job placements.

- **Butler, rooms division at Burj Al Arab Hotel, The most luxurious 7 star hotel in the world, Jumeirah group, Dubai : August 2015 - June 2017**

Responsible in providing unrivaled world-class luxurious personalized Butler service to guests with Jumeirah standards and BAA gold standards.

Taking guests check-ins and check-outs, escorting guests to suites, complete show around of suites, morning services, evening in suite happy hour alcohol services, coordinating with all departments of the hotel to provide personalized butler services on assigned butler floor.

- **Banquet sales executive at Mapple Exotica hotel, Chhatarpur, New Delhi : Aug 2014 - Jun 2015**

Responsible to Assist guests with the requirement of the Banquets / lawns and Sales correspondence, i.e. Answering mail, confirming banquet arrangements. Extensive knowledge of banquet menu, compiling function prospectus.

Promptly respond to all inquiries online / offline and upsell the banquet halls and lawns. Liaison and maintain the relation with guests and internal departments for upcoming events / weddings.

Work Experience

- **Room service steward at Shangri La hotel, New Delhi : Apr 2013 - Jun 2014**

Responsible for preparing and delivering food and beverages to guests in their rooms. Maintain cleanliness in the guest areas and work to provide excellent guest service.

Upselling of menu and cross-selling of hotel products like Gym/spa and other outlets. Service of food and beverage in the Executive lounge during happy hours. Maintain bar stock, inventory, spoilage & consumption, billing & cashiering.

- **Waiter at Plaj casual dine restaurant and pool bar (Now Zenzi beach), Jumeirah Zabeel Saray hotel (pre opening), Jumeirah group, Dubai : Sep 2011 - Jan 2013**

Adhere to Jumeirah standards and guiding principles. Guest interaction, service of food and beverage in a very fast paced environment under the sun with high standards throughout the day in the restaurant, lounge, beach & pool area. Compiling guest feedbacks/comment cards. Organizing private events and romantic dinner at the beach and pool area.

Increase outlet sale by upselling specials of the day from bar and kitchen. Cross-selling of other hotel facilities like Talise Ottoman Spa Membership, Fitness Center, and other outlets. Attended inter departmental trainings, maintain bar stock and inventory. Maintain employees integrity from different nationalities.

Skills & core competencies

- Emotional intelligence
- Guest relations
- Attention to detail
- Communication skills
- Leadership skills
- Sales & Marketing skills
- Talent management
- Owner & colleague engagement
- Staff training
- Budgeting, forecasting & Purchasing
- Quality Management
- Branding & pre-opening
- Problem solving & Critical thinking
- Decision making
- Multitasking & Team work.
- Staff integrity

Education & trainings

- Completed 20 WEEKS of INDUSTRIAL TRAINING from ITC SHERATON Hotel, Saket, New Delhi in 2009-10 (Winter batch).
- Completed Bachelor of science in hospitality and hotel Administration with first division from Institute of hotel management, Shimla, H.P. , India in 2011.
- Completed 106 hours of cross training during my vacation in Food & Beverage service department (Al Mahara - fine dine Seafood Restaurant, Burj Al Arab) in 2012
- Basic Food safety and hygiene training in 2011 (Jumeirah Zabeel Saray hotel) and in 2015 (Burj Al Arab hotel).
- HACCP Training, First Aid Training, and Fire mock drill training.
- Completed Diploma in Nutrition and Health Education from IGNOU, New Delhi, India in 2023.
- Completed Online Transformation Nutrition Certification from The K School in 2024.

Achievements & interests

- I have been awarded with a Letter of Appreciation by Mr. Ahmed Ereiba (Executive Assistant Manager, Rooms) for hard work, teamwork and commitment to Jumeirah & Burj Al Arab standards.
- I have been active participant in all employee development trainings, sports events happened during my professional career, college and school.
- I worked in Dubai world cup that was a Horse race held at Meydan Racecourse , March 2012 , Dubai.
- My personal interests are cooking, Yog, Bodybuilding and doing various research & studies on hospitality, health, food, nutrition, human anatomy and physiology.

Personal information

- From New Delhi
- Date of birth - 2nd Oct, 1989.

Rajesh Kumar