

# MANISH KUMAR

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Goal-oriented manager with distinguished experience in the Hospitality industry and proven leadership abilities. Committed to streamlining procedures while optimizing employee talent. Ability to optimize procedures, improve policies, and maximize productivity. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management, and problem-solving skills.

## Professional Snapshot

- ✓ Offering over 15 years of experience in overall Hotel Operations, Guest Servicing & Staff Management.
- ✓ Managed the daily activities of hotel operations and ensured that Food division and Room division operations worked smoothly.
- ✓ Exercised independent judgment in onboarding, training & motivating all team members to maximize performance.
- ✓ Controlled costs by streamlining operations and reducing waste.
- ✓ Proficient in responding to guests' queries and resolving problems efficiently.

## Areas of Expertise

- ✓ Strategic Planning Communication
- ✓ Customer & Staff
- ✓ Revenue Resource Allocation
- ✓ Project Management
- ✓ Excellence Team Leadership
- ✓ Process Improvements
- ✓ Relationship Building
- ✓ Team Management, Hiring, and Training

## Key Strengths

- ✓ Strategic planning
- ✓ Coaching and mentoring
- ✓ Ensuring high levels of attention to detail and professionalism.
- ✓ Confident, polite, and welcoming at all times.
- ✓ Have exceptional customer and service standards.
- ✓ Passionate about customer care and offering first-class service to guests.
- ✓ Possess strong organizational skills with a keen eye for detail.

## Career Contour

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|--|----------------------|
| ✓ Fork & Flavour, Multicuisine Restaurant, Owner, Gurugram,                  | April 24 to March 25 |
| ✓ Five Elements Hotels, Haldwani, As General Manager                         | Dec. 23 to April 24  |
| ✓ Country Inn Hotels & Resorts, Chail, as Hotel Manager,                     | July 23 to Dec 23    |
| ✓ Country Inn Hotels & Resorts, Goa (Pre-Openings) as Room Division Manager, | Sept.22 to Jul 23    |
| ✓ Country Inn Hotels & Resorts, Bhimtal, as Rooms Manager,                   | Aug. 21 to Sept 22   |
| ✓ Clarks Inn Group of Hotels, Gwalior as Executive Housekeeper               | Aug.19 to Jul.21     |
| ✓ Zone by the Park, Chennai & Gurugram(Pre-Openings) as DEHK                 | Aug.17 - Jan. 19     |
| ✓ Green Park Hotel & Resort, Chennai as Housekeeping Executive,              | Nov.16- Aug17        |
| ✓ Orange County Resort Kabini, Mysore (Karnataka) as Sr. Supervisor          | Dec.15 – Nov.16      |
| ✓ Holiday Inn Aero City IGI Airport, New Delhi as Housekeeping Supervisor    | Mar.15 - Sep.15      |
| ✓ The Hans Hotel, New Delhi as Housekeeping Supervisor                       | Oct.12 – Mar.15      |
| ✓ Hilton Worldwide as GSA Chennai and Gurugram (Pre-Openings)                | Jul.10- Oct.12       |

## Key Result Areas

- ✓ Ensure that each department delivers a consistently high standard of guest service. Also, achieve business objectives and maximize the profitability of all outlets. Maintain effective cost controls in all areas.
- ✓ Plan and direct the hotel's main operations including quality, standards, cleanliness, and guest satisfaction.

- ✓ Promote a culture of excellence in guest care through a warm welcome and a desire to exceed expectations.
- ✓ Work alongside all HODs to ensure the smooth running of the day-to-day operations.
- ✓ Conduct regular operations meetings with all HODs to discuss routine operational matters, departmental performance targets, and guest feedback.
- ✓ Be responsible for all the day-to-day queries, complaints or problems that arise in the hotel.
- ✓ Monitor the hotel functions book and familiarize yourself with all updates & amendments.
- ✓ Maximise financial opportunities and achieve a pro-active up-selling environment throughout the hotel.
- ✓ Carry out Duty Management shifts as required.
- ✓ Conduct regular fire walks and Health & Safety audits.
- ✓ Promote a positive employee relations culture through effective communication and regular team meetings.
- ✓ Carry out regular inspections of all departments in the areas of guest service delivery, cleanliness, presentation, service delivery, employee presentation and grooming.
- ✓ Ensure that reasonable care is taken for the Health and Safety of yourself, other employees, guests and any other persons on the Hotel premises.
- ✓ Dealing with the vendors for their monthly records and billing-related queries.
- ✓ Ensuring that the disciplinary and grievance procedures are followed according to the company policies in severe conjunctions.
- ✓ Evaluating, counseling, motivating, and coaching employees.

## Education

- ✓ Passed class 10<sup>th</sup> in the year 2005 from Haryana Board of School Education.
- ✓ Passed class 12<sup>th</sup> in the year 2007 from Haryana Board of School Education.
- ✓ Three Year Diplomas in Hotel Management from the Institute of Advanced Management, Kolkata, India in 2010
- ✓ B.A. In Hospitality Management from Institute of Advanced Management, Kolkata in 2010

## Skills

- ✓ Well-versed with **MS Office, Opera, IDS, OnQ & Prologic** Systems, and other computer skills.
- ✓ Specialize in the pre-opening setup of the hotel.
- ✓ Able to Plan, Forecast, and Budget the revenues and costs for the departments.
- ✓ Ability to train and motivate staff with a high level of competency and make them confident in basic skills.
- ✓ Possess good knowledge of different kinds of inventories such as Linen and Uniform, Discard Inventory,
- ✓ Maintain M.I.S report monthly.
- ✓ Current and Fixed assets inventory.
- ✓ Reviews the profit and loss statement of the outlets and draw up action plans for cost Management.
- ✓ Possess good knowledge of all hotel operations and their applications.
- ✓ Very good in people management.

## Personal Information

- ✓ Date of Birth: : 10 July 1988
- ✓ Father's Name: : Mr. Rohtash Sharma
- ✓ Nationality: : Indian
- ✓ Marital Status : Married
- ✓ Language Known : English, Hindi
- ✓ Strength : Friendly nature, soft-spoken, Positive Attitude