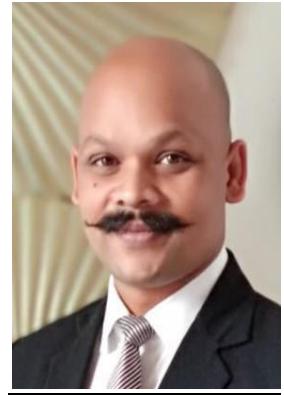


CURICULUM VITAE



Present Address:

**KRISHANA RAM MAHAR
UKU -9 DHARAMPANI
DARCHULA NEPAL**

Phone no: +91 9462074560/8854836688
E-Mail Kishan.mahara1983@gmail.com

OBJECTIVE:-

To secure a challenging and responsible management position with a quality oriented hospitality organization seeking an experienced, proven hotel professional with effective entrepreneurial skills in pre- opening hotels, operations, sales & marketing, staff management, budget analysis, cost controls and profit improvement etc.

EDUCATIONAL QUALIFICATION

- B.A. From Aravali college of education Mahendragarh Haryana in 2005.
- 12th pass from Aravali College of education Mahendragarh Haryana in 2002.
- 10th pass from Sarswati secondary school Ukoo, Darchula in 2056 (2000)

COMPUTER SKILLS:-

- Computer Application (MS – Word, MS- Excel, Internet)
- Well knowledge of **Intellect Data System & Software V3.3, V4& V6/Cloudbeds/eZee absolute and win HMS etc.**

PROFESSIONAL EXPERIENCE:-

- 1) Working with Sun Hotel and Resort Abu Road as a Front Office Manager form Sep 2022 to till date.

JOB DESCRIPTION

- Maximizing efficiency of all departments through effective planning and organizing of systems and controls to maximize guest satisfaction.

- Responsible for Corporate and Travel Agent Room Sales for the hotel.
- Represent Hotels in various events and exhibition.
- Conducts daily sales calls and arrange site inspection trips to hotels by corporate clients.
- Ensuring that all systems are in place for encouraging and monitoring.
- Attend to guest complaints and ensure guest satisfaction through immediate action.
- Check the daily arrivals and departures at the Hotel and tally it with the room position.
- Insure the maintenance and aesthetic upkeep of the front desk in close coordination with engineering and housekeeping.
- Organize the training of staff for meeting the standards of service.
- Develop room sales through up selling, guest contact TA/OTA
- Ensure that all departments are free from work hazard.
- Ensure proper coordination with other departments for effective functioning of operations.
- Making sure all guests receive a high quality of service.
- Planning budgets, setting sales targets and managing accounts. analysing sales figures and producing reports. recruiting, training and supervising staff. meeting and greeting guests.
- Meet with customers to discuss their evolving needs and to assess the quality of our company's relationship with them.
- Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipments and services.
- Randomly inspecting the stores (F & B / Kitchen) to check the stock in hand (quality, par stock levels, expiry etc) with the F & B Manager & Chef.
- Inspecting all department with their respective Manager's for cleanliness, ambience, service readiness, staff grooming & hospitality culture.
- Conduct weekly / Daily meeting with marketing people for enquiry & follow up & conversion to grow up the business.
- Responsible for the overall management of the operation of the hotel.
- Excellent revenue management skills with experience of budgets and forecasting. Working with colleagues to share skills, knowledge, resources and networks. Highly focused, have excellent communication skills, be motivated and professional in appearance and presentation.
- Able to provide Quick and timely responses, immediate communication to the properties, develop professional long term business relationships.
- Conduct regular operations team meeting with all the HOD daily / weekly to discuss routine operational matters, sales targets, GSTS feedback and action taken for service recovery, and also any staff issues. Minutes of the meeting to be sent to GM/MD.

2) Worked with Hotel The Brahma Horizon Pushakr (Ajmer) as a Front Office Manager form Sep 2016 to March 2020.

3) Worked with Hotel D Blossom Bhiwadi as a Room Davison Manager form Jan 2016 to Sep 2016

4) Worked with HabitareHoteru Pvt. Ltd.Sec- 14 MG Road Gurgaon as a Front office Executive form Aug 2014 to till 10th Oct 2015.

- 5) Worked with "Jukaso IT Suites "Gurgaon,A Unit of Cork Product Company Ltd. As a Front office executive from Nov 2009 to Jul- 2014.
- 6) Worked with "The Tree house Hotel & Club" A unit of Ashiana Retirement Villages Ltd. Bhiwadi, Dist- Alwar, Rajasthan as a front office /Reservation Supervisor from Aug- 2006 to Nov – 2009

PERSONAL DETAILS:-

Name	KRISHANA RAM MAHAR
Father's Name	SRI-CHIMARI RAM MAHAR
Date of Birth	25th Sep 1982
Marital Status	Married
Language known	English, Hindi, Nepali & Tamil
Nationality	Nepalies
Permanent Address	Village-Dharampani,VDC- Uku Dist - Darchula, Nepal

DECLARATION:

If given an opportunity I can prove myself to be an asset to the organization.

I believe in a team work and look forward to be a part of the team.

Date:-

Place:-



A large, handwritten signature in black ink, appearing to read "Krishana Ram Mahar". The signature is fluid and cursive, with several loops and variations in line thickness.