

Rajesh Kumar

BACHELOR IN HOSPITALITY .

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Career Objective

To build up a perfect career in Management with challenging and creative environment. To work with committed and dedicated people, which will help me to explore myself fully and realize my potential and enable me to contribute my Best.

Education

Bachelors (National School Of Management Studies, Durgapur.)

BACHELORS IN HOSPITALITY INDUSTRY

Durgapur, West Bengal

June. 2010 - 2013

- Passed with 74.5 Percentage Marks.

S.S College, Jehanabad

INTERMEDIATE – 12TH

Jehanabad, Bihar

Mar. 2008 - 2010

- Passed with 65 Percentage Marks.

G.B. Public School

SENIOR SECONDARY SCHOOL - 10TH

Jehanabad, Bihar

Mar. 2007 - 2008

- Passed with 62 Percentage Marks.

Experience

Howard Johnson by Wyndham Bengaluru Hebbal

Aug 2024 to Present

Front Office Manager

- Responsible for planning, organizing, directing and coordinating management activities of the operations in conjunction with the General Manager .
- Focus on all sentiment scores and guest satisfaction score while creating plans with all Inter departments for continuous improvement and development of guest satisfaction, process improvement and optimization.
- Conduct monthly training with Department team about enhancing our product and services better than our Comp sets.
- Work closely with Sales & Revenue teams to take feedback from clients and enhance guest experience as well as give opportunities to sales team to sell our product better.
- Conduct department debrief about day to day operations and give best solutions to improve guest satisfaction
- Cross check the daily departmental report of Front office and Reservations to run the department smoothly.
- Make the Room division budget and forecast to maximize the organization revenue every month.

ITC Welcome Heritage by Ayatana Coorg

Front Office Manager.

June 2023–July 2024

- Maximize room revenue and occupancy by reviewing status daily. Analyze rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily. Ie flash report, allowance etc.
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests managers and other employees.
- Monitor all V.I.P 's special guests and requests.
- Maintain an organised and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs.

Ibis Chennai Sipcot, (Tamilnadu)

Front Office Manager.

1st March 2022 – 08th May 2023

- To plan and execute the activities of Front office, Reservations to ensure adherence to the standards, policies and procedures.
- Guide all Front Office personnel and ensure proper completion of all Front Office duties .
- Strive to achieve optimum operating results while providing guests with the highest level of service and satisfaction.
- Ensure that grooming & uniform standards are maintained by all team members.
- Responsible for day to day operations of Front Office Department.

Duty Manager

20th June. 2019- 28th
Feb 2022

1. Follow property procedures with respect to grooming, performance and conduct standards, occupational health and safety, emergency procedures.
2. Excellent co-ordination with all the department for smooth day to day operation and enhance guest experience.
3. Make High balance report to find out all guest who had exceeded the normal credit limit of the hotel.
4. Manage and supervise all tasks of staff members in reservation and front office.
5. Validation of OLTA commotions with all OLTA bookings.
6. Ensuring regular briefings and training occur and all relevant information is passed on to all team members.
7. Ensure cleanliness of all areas under the Front Office ie., Lobby, corridors.
8. Allocate monthly duty roster for all team members.
9. Meet all V.I.P's arrival of the day.
10. Deal with the inquiries and complaints of the Guests tactfully and initiate follow-up action.
11. Check outstanding and credit limit of in-house guests on a daily basis.

Novotel Ibis Bengaluru Techpark . Bengaluru (Karnataka). 27th Nov. 2017 – 18th June 2019**Front Office Team Leader**

1. Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
2. Complaint management & service recoveries process and system.
3. Motivates and maintains good staff relations
4. Focus on Brand Loyalty and Customer Relationship.
5. Empowers associates to provide excellent customer service
6. Serves as a leader in displaying outstanding hospitality skills
7. Handle all the guests' problem and complaint as well.

Four Points by Sheraton, Whitefield Bengaluru (Karnataka)
201713th Jan. 2017 – 25th Nov**Front Office Supervisor**

- 1. Ensure Outstanding customer care at all times.
- 2. Maintains a friendly, cheerful and courteous demeanor at all times.
- 3. Courteously and accurately answers inquiries from potential guests and accepts hotel reservations.
- 4. Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.
- 5. Uses suggestive selling techniques to sell room nights, increase occupancy and revenue.
- 6. Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
- 07. Allocate rooms to expected arrivals after checking the guest's preferences and special requests.
- 08. Build strong relationships and liaise with all other department's especially housekeeping, reservations etc.

Mercure Lavasa, Pune (Maharashtra) 06th Oct. 2015 – 10th Jan 2017**Front Office Associate**

- Register guests and assigns rooms. Accommodates special requests whenever possible.
- Assists in preregistration and blocking of rooms for reservations.
- Thoroughly understand and adheres to proper credit, check-cashing, and cash handling policies and procedures.
- Understands room status and room status tracking. Knows room locations, types of rooms available, and room rates.

The Taj Chandela, Khajuraho (M.P.) 16th Aug. 2014 – 17th Sep 2015.**Front Office Associate**

- Consistently offer professional, friendly and engaging service.
- Greet, check in and settle guest accounts while ensuring all service standards are followed.
- Assist guests regarding hotel facilities in an informative and helpful way.
- Respond to each guest's approach to reception desk.

Industrial Training

Club Mahindra Varca Beach Goa Resort

Goa 2012

- a. Should be able to deal with all types of customers and work under pressure
- b. Have a high service orientation
- c. Able to do repetitive jobs with consistency and excellence
- d. Should be creative in approach

Task Force

Bengaluru 2017

MARRIOTT HOTELS SPA AND RESORTS, WHITEFIELD, BENGALURU

Computer proficiency

- MS OFFICE: Word, power point, excel

- NET Versed
- Office Outlook

Hobbies

- Reading newspaper and magazines
- Net Surfing
- Workout
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Strength

- Self-confident
- Resilient
- Optimistic
- Quick learner

Personal Traits

Comprehensive problem solving abilities, decent verbal written communication skills, ability to deal with people diplomatically, Can learn and easily acclimatize with environment.

Declaration

I hereby declare that the information above furnished is true to the best of my knowledge and belief and It would be extremely fortunate for me to have an opportunity to Work with your Diligent Team and organization.

Place : Chennai

Date:

(Rajesh Kumar)