

# Rajesh Kumar



## Profile

Professional & enthusiastic hotelier worked in international hotel chains.

## Education

**Bachelor of Science in Hospitality and Hotel Administration** 2008 - 2011  
Institute of Hotel Management, Shimla, HP, India  
Completed with first division

## Employment

**Hotel manager** Aug 2022 - Mar 2023  
Treebo Trend TMS Residency, Dwarka, New Delhi - 110077  

- Responsible for the overall front office, food & beverage service, housekeeping and kitchen operations.
- Overseeing the entire reservation process, from handling enquiries to managing bookings, ensuring optimal room allocation, ensuring smooth guest check-ins/check-outs and maximising revenue through sales meetings and effective strategies.
- Managing OTAs through a channel manager to update services and room rates to increase sales and hotels' branding.
- Evaluating the financial performance of the hotel, encompassing tasks like managing staff, budgets, and guest relations, and maintaining property standards, resolving issues, and complying with regulations.

**Butler, food & beverage service** Aug 2017 - May 2019  
ITC Maurya hotel, New Delhi  

- As a butler at ITC Hotels, I provided exceptional service to guests, ensuring their comfort and satisfaction.
- Our butler service is all about anticipating guests needs before they even ask. Experience luxury with every detail handled to perfection.
- Comprehensive knowledge of ITC as a brand and other products, all properties, hotels' amenities, rooms, and outlets.
- To take guest orders and ensure proper execution of the same. To ensure all guest requests are attended to promptly.
- Manage daily operations of the hotel's F&B services, ensuring exceptional guest experiences. Oversee banquets, beverage service, and room service.
- Take care of all VIP suite guests and coordinate with all concerned departments to fulfil guest needs and requests.
- Fully aware of the room service and other outlets' menus, answers questions on menu selections, and communicates with the kitchen regarding menu questions and product availability.

**Butler, rooms division** Aug 2015 - Jun 2017  
Burj Al Arab Hotel, Jumeirah Group, Dubai  

- Responsible for providing unrivalled, world-class luxurious personalised butler service to guests with Jumeirah standards, guiding principles, and BAA gold standards.
- Extensive knowledge of Jumeirah as a leading hospitality brand, all the hotels' suites, amenities, SIRIUS loyalty programme, food & beverage outlets, and other Jumeirah properties.
- Taking guests check-ins and check-outs on the assigned butler floor, escorting guests to suites, and completing a show-around of suites.
- Morning services, evening in-suite happy hour alcohol service, and coordinating with all departments of the hotel to provide exceptional personalised butler service.
- I have been awarded a Letter of Appreciation by Mr. Ahmed Ereiba (Executive Assistant Manager, Rooms) for hard work, teamwork and commitment to Jumeirah & Burj Al Arab standards.

## Personal details

- +91-8810407710
- rajeshprajapati2101989@gmail.com
- Rani Pokhari, Dehradun - 248145, Uttarakhand, India. Originally from New Delhi.
- 2nd October, 1989
- Male

## Skills

- Fidelio
- Opera 5.0
- Micros POS
- Ezee Absolute
- Ezee Optimus
- Hotel Superhero by Treebo
- HIES PMS/POS
- Emotional intelligence
- Guest relations
- Attention to details
- Communication skills
- Leadership skills
- Sales & Marketing skills
- Trainings & talent management
- Budgeting, forecasting and purchasing
- Quality management
- Branding & Pre-opening
- Problem solving with critical thinking
- Decision-making
- Multitasking & Teamwork

## **Industrial training**

- Completed 20 weeks of industrial training from ITC Sheraton Hotel, Saket, New Delhi, in 2009-10 (winters batch).

## **Cross trainings**

- Completed 106 hours of cross-training during my vacation at Michelin-starred Al Mahara, a fine dining seafood restaurant at Burj Al Arab hotel, 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.

## **Courses**

- 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

## **Languages**

- English (Fluent)
- Hindi (Fluent)
- Arabic (Basic)
- Russian (Basic)
- Spanish (Basic)

## **Hobbies & Interests**

- Cooking
- Yoga
- Bodybuilding & Powerlifting
- Doing research & studies on various topics
- Creating nutrition & training programmes for different individuals and motivating them to stay healthy and achieve their fitness goals, as everyone has the right to good health regardless of one's profession.

### **Banquet sales executive**

**Feb 2015 - Jul 2015**

**Maple Exotica Hotel, Chattarpur, New Delhi (now Belmond Hotel)**

- Responsible for assisting guests with the requirements of the banquets/lawns and preparing sales correspondence, i.e., answering mails and confirming banquet arrangements.
- Extensive knowledge of the banquet menu and compiling a function prospectus.
- Promptly respond to all enquiries online/offline and upsell the banquet halls and lawns. Liaise and maintain the relation with guests and internal departments for upcoming events/weddings.

### **Room service steward**

**Sep 2013 - Jul 2014**

**Shangri-La Hotel, New Delhi**

- Responsible for preparing and delivering food and beverages to guests in their rooms.
- Maintain cleanliness in the guest areas and workplace to provide excellent and hygienic food and beverage 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, food & beverage service**

**Sep 2011 - Jan 2013**

**Plaj, a casual dining restaurant and pool bar (now Zenzi Beach),**

**Jumeirah Zabeel Saray Hotel, Palm Jumeirah, Jumeirah Group,**

**Dubai**

- Adhere to Jumeirah standards and guiding principles. Guest interaction and service of food and beverage in a very fast-paced environment under the sun with high standards throughout the day in the restaurant, lounge bar, beach & pool area.
- Compiling guest feedback/comment cards. Organising private events and romantic dinners at the beach and pool area.
- Increase outlet sales by upselling daily specials from the bar and kitchen. Cross-selling of other hotel facilities like Talise Ottoman Spa membership, fitness centre, and other outlets.
- Attended inter-departmental trainings and maintained bar stock and inventory. Maintained employees integrity from different nationalities.
- I worked on the Dubai World Cup, which was a horse race held at Meydan Racecourse, March 2012, Dubai.

**Rajesh Kumar**