



# RAHUL KUMAR

02-03-2000

To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.

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SITAMARHI, INDIA

## WORK EXPERIENCE

### Hospitality Monitor

Indian Railway Catering & Tourism Corporation Ltd.

07/2022 - Present

Gaya Bihar

Tasks

- Responsible for the supervision/monitoring of food production, quality & services in nominated mobile/static catering units.
- To ensure compliance of company policies and standard hospitality procedures/practices.
- To ensure proper man-power & materials for nominated mobile/static catering units.
- To resolve customer/passenger care related issues and effective Complaint management.
- To collect feedback, its analysis and course correction.
- To ensure statutory compliance / regulations as applicable
- To supervise & educate the staff in efficient upkeep of equipments and devices.
- To co-ordinate with various departments, offices, business partners.

### Front Office Associate

Four Points By Sheraton

02/2022 - 06/2022

JAIPUR

Achievements/Tasks

- Employee of the Month

### INTERNSHIP [TRAINEE]

J.W MARRIOTT RESORT AND SPA JAIPUR

12/2019 - 03/2020

JAIPUR, INDIA

Achievements/Tasks

- Excellent Performance Certificate of Industrial Training. Received 100% Attendance Certificate Of industrial Training.

## AREA OF INTEREST

Hospitality Service Management

## EDUCATION

### [MBA IN Marketing]

Narsee Monjee Institute of Management Studies

06/2022 - 06/2024

### BACHELOR OF SCIENCE IN HOSPITALITY AND HOTEL ADMINISTRATION[NCHMCT]

INSTITUTE OF HOTEL MANAGEMENT CATERING TECHNOLOGY AND APPLIED NUTRITION

07/2018 - 06/2021

GWALIOR , MADHYA PRADESH

MARKS

- 74%

## SKILLS

GOOD COMMUNICATION SKILLS

HUMBLE & POLITE

CUSTOMER SERVICE

FIT & HEALTHY

QUICK LEARNER

ADAPTABLE NATURE

TIME MANAGEMENT

TEAM PLAYER

GOOD LISTENER

## ACHIEVEMENTS

DISTRICT RANK HOLDER FROM COMMERCE STREAM IN 12TH BOARD EXAM

EMPLOYEE OF THE MONTH IN FRONT OFFICE DEPARTMENT

## EXTRA CURRICULAR ACTIVITIES

PARTICIPATED IN RANGOLI WASTE PAPER COMPETITION AND GOT 1ST PRIZE.

PARTICIPATED IN STREET PLAY OF SWACHH BHARAT ABHIYAN

PARTICIPATED IN ENTREPRENEURSHIP AWARENESS CAMP

## EXTRA CURRICULAR ACTIVITIES

PARTICIPATED IN RANGOLI WASTE PAPER COMPETITION AND GOT 1ST PRIZE.

PARTICIPATED IN STREET PLAY OF SWACHH BHARAT ABHIYAN

## LANGUAGES

ENGLISH

*Full Professional Proficiency*

HINDI

*Native or Bilingual Proficiency*

## INTERESTS

TRAVELLING