



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