

Rajesh Kumar



Personal details

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- 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

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.

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

Mapple 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.

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