



## Prajwal Pokharel

Operation Manager



Kathmandu 44600, Nepal

Highly motivated and experienced hotel professional with over 5 years of experience in the hospitality industry. Proven track record of providing exceptional customer service and ensuring guest satisfaction. Skilled in front office operations, restaurant management, and sales. Excellent communication, interpersonal, and leadership skills. Dedicated to maintaining high standards of performance and professionalism.

## Work Experience

### Front office Manager • Hotel Chandradeep Regency

July 2019 - July 2020

Responsible for overseeing the daily operations of the front desk, ensuring efficient check-in/check-out procedures, managing guest requests, and resolving customer complaints in a timely manner  
Trained and supervised front desk staff on customer service skills, hotel policies, and procedures  
Assisted in sales and marketing efforts, including upselling room upgrades and promoting hotel amenities  
Coordinated with other hotel departments to ensure seamless guest experiences  
Maintained accurate records and reports related to hotel occupancy, revenue, and expenses.



### Front Office Executive • Hotel Welbeck Residency

November 2018 - June 2019

Answering and directing calls to concerned staff members.  
Sorting incoming and outgoing mails and forwarding them as appropriate.  
Handling daily petty cash, negotiation with vendors, and administration Rates.  
Ordering and monitoring office supplies and equipment.  
Coordinating with the repair and maintenance department.  
Ensuring proper check-in & check-out of the guest.  
Gelatin ID prepared and distributing them to the respective staff members.



### HR Manager /Sales Manager • Young Star Club

October 2015 - June 2016

Generated leads and developed new business opportunities in the hospitality industry, including hotels, restaurants, and event venues  
Conducted market research to identify potential clients and developed customized sales proposals to meet their specific needs  
Negotiated contracts and pricing with clients, ensuring profitability for the company  
Collaborated with the marketing team to develop sales collateral, including presentations and promotional materials  
Maintained accurate records of sales activities and provided regular reports to management.  
Managing company staff, including coordinating and supporting the recruitment process.  
On-boarding newcomers to the company.  
Determining suitable salaries and remuneration.



Providing the necessary support systems for payroll requirements.  
Developing adequate induction and training.  
Supporting employee opportunities for professional development.  
Managing succession planning of staff.  
Assisting with the performance management and review process.

## Education

 **Jain University**

2016 - 2020

Information science with Business studies

### Skills

- High Standards
- Dedicated
- Potential
- Assisted
- Excellent Communication
- Interpersonal Skills
- Proven Track Record
- Ability To Handle
- Leadership Skills
- Highly Motivated

### Languages

- Hindi - Professional
- English - Professional