***Resume***

**

**MR. CHETAN KUMAR**

**Permanent Address ~**

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Seeking for a challenging career in the Hotel Industry which would utilize and develop my abilities, technical skill and education to the maximum

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| **Working Experience** |

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| **Presently I am working as a Front Office Executive in World Square Hotel Mohan Nagar Ghaziabad UP** |

**Organization: Justa Hotel**

**Designation:** Front Office Executive

**Tenure:** 12th Dec 2018 to 20th Jul 2021

**Room inventory: -** 24 Room

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| **Department** | **Job Responsibilities** |
| **Front Office** | * Check in and check out. * Check all BTC bill and make to send company. * Attend the guest incoming and outgoing calls. * Checking all arrivals of the day * Taking care of system audit * Making Sales Report * Checking room blocking at night for FIT’s and crews * Taking reservation,Co-ordinate with sales team * Smoothening check out process |

**Organization: Bamyan Hotel**

**Designation:** Front Office Executive

**Tenure:** 14th Nov 2017 to 12th Nov 2018

**Room inventory: -** 25 Room

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| **Department** | **Job Responsibilities** |
| **Front Office** | * Check in and check out. * Check all BTC bill and make to send company. * Attend the guest incoming and outgoing calls. * Checking all arrivals of the day * Taking care of system audit * Making Sales Report * Checking room blocking at night for FIT’s and crews * Taking reservation,Co-ordinate with sales team * Smoothening check out process * Check all arrival and departure reservation. * Maintain all important files and document * Additional responsibilities like taking care of batch closing, sending bills to various companies and following up with payments etc. * Night auditing |

**Organization:** Serena Beach Resort

**Designation:** Front Office Executive

**Tenure:** 25th Jun 2016 to 31 July 2017

**Room inventory: -** 35 Room

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| **Department** | **Job Responsibilities** |
| **Front Office** | * Check in and check out. * Handle guest compliant. * Attend the guest incoming and outgoing calls. * Checking all arrivals of the day * Taking care of system audit * Up selling of the room. * Making Sales Report * Checking room blocking at night for FIT’s and crews * Taking reservation,Co-ordinate with sales team * Smoothening check out process * Check all arrival and departure reservation. * Maintain all important files and document * Additional responsibilities like taking care of batch closing, sending bills to various companies and following up with payments etc. * Night auditing |

**Organization:** Vista Park

**Designation:** Front Office Associate

**Tenure:** 5th Jan 2015 to 10rd Jun 2016.

**Room inventory: -** 76 Room

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| **Department** | **Job Responsibilities** |
| **Front Office** | * Welcoming to the guest * Cash handover and takeovers * Taking reservations. * Checking and check out. * Check all arrival and departure reservation. * Positive and upbeat approach to colleague relations and guest complaints * Room allocation for the arrival of the day * Coordinate with entire team * Taking reservation * Making the revenue * Up selling of the room * Maintain A.N.D register * Room blocking |

**Organization:** Holiday Village Resort

**Designation:** Jon Training

**Tenure:** 16th Nov 2013 to 26rd Jun 2014.

**Room inventory: -** 94 Room

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| **Department** | **Job Responsibilities** |
| **Front Office** | * Check all arrival and departure reservation. * Maintain A.N.D register * Make reservation. * Room blocking. |

**Organization:** Park Plaza

**Designation:** Industrial Training

**Tenure:** 3th Jun 2013 to 30th Nov 2013

**Room inventory: -** 74 Room

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| **Department** | **Job Responsibilities** |
| **Front Office** | * Welcoming to the guest * Assist the guest in to the rooms with baggage * Maintain A.N.D register |

**EDUCATIONAL QUALIFICATION**

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| **Qualification** | **University/ Board** | **Year** |
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| One Year Diploma in Hotel Management | R.I.H.M Instuite / Allahabad University | 2013 |
| XII | S.V.M Inter college / U.P Board | 2012 |
| X | Kanauna Inter college/U. P Board | 2010 |

**OTHER INFORMATION**

**Systems worked on:**

* IDS
* VINHMS

**Hobbies and Other Activities:**

* Playing Cricket
* Helps other

**CHETAN KUMAR**