

CURRICULUM VITAE

Kuldeep

**Village :- Kothal Kalan, Post Office:
Kothal Khurd**

District:- Mohindergarh,

Haryana, Pin Code:- 123028

Email:- raosahab112233@gmail.com

Date of Birth:- 25th July 1996

Mobile:- 86193-34404



OBJECTIVES

I want to succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities.

EDUCATION:-

Catering Science & Hotel Management

College of Hospitality Administration Under Bhartiya University
(Jaipur 2017) 3 Year Degree

Catering Science & Hotel Management

College of Hospitality Administration (Jaipur 2014)
Grade – B (430/700) 1 Year Diploma

Senior Secondary

Bhartiya Senior Secondary School (M/Garh 2013)
Commerce (GPA – 4.60)

Secondary Examination

Government High School (Kothal Kalan 2011)
(GPA – 5.40)

EXPERIENCE:-

Four Point by Sheraton Jaipur

{ A Group of Starwood Hotels }

(July 2014 – December 2014)

Industrial Training Completed

Hotel Jagriti Lords Inn Jaipur

{ A Group of Lord's Hotels And Resorts }
(November 2015 – November 2016)
Worked as a Front office Associate.

The Theme Hotel Jaipur

{ A Unit of Class Consulting Pvt. Ltd. }
(November 2016 – June 2018)
Worked as a Sr. Front office Associate.

The Theme Hotel Jaipur

{ A Unit of Class Consulting Pvt. Ltd. }
(July 2018 – October 2018)
Worked as a Front office Supervisor.

Hotel Rang Mahal Jaisalmer

{ A Unit of Uma Hotels & Resorts Pvt. Ltd. }
(November 2018 – January 2019)
Worked as a Reservation Executive.

Hotel Grand Décor, Jaipur

{ A Unit of Yogesh Kumar Jain Rajesh Kumar Jain }
(January 2019 – December 2020)
Worked as a Duty Manager.

Hotel Suncity Plaza, Jaipur

{ A Unit of Sun City International }
(December 2020 – Till Date)
Working as a Asst. Front office Manager.

DUTIES & RESPONSIBILITIES:-

- Trains, cross –trains, and retrains all front office personnel.
- Participates in the selection of front office personnel.
- Schedules the front office staff.
- Supervises workload during shifts.
- Evaluates the job performance of each front office employee.

- Maintains working relationships and communicates with all departments.
- Maintains master key control.
- Verifies that accurate room status information is maintained and properly communicated.
- Resolves guest problems quickly, efficiently, and courteously.
- Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.
- Reviews and completes credit limit report.
- Works within the allocated budget for the front office.
- Receives information from the previous shift manger and passes on pertinent details to the oncoming manager.
- Checks cashiers in and out and verifies banks and deposits at the end of each shift.
- Enforces all cash-handling, check-cashing, and credit policies.
- Conducts regularly scheduled meetings of front office personnel.
- Wears the proper uniform at all times. Requires all front office employees to wear proper uniforms at all times.
- Upholds the hotel's commitment to hospitality.
- Prepare performance reports related to front office.
- Maximize room revenue and occupancy by reviewing status daily. Analyse rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily. Ie flash report, allowance etc.
- Monitor high balance guest and take appropriate action.
- Ensure implementation of all hotel policies and house rules.
- Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis, and simple configuration changes.
- Prepare revenue and occupancy forecasting.
- Ensure logging and delivery of all messages, packages, and mail in a timely and professional manner.
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests managers and other employees.
- Monitor all V.I.P 's special guests and requests.
- Maintain required pars of all front office and stationary supplies.
- Review daily front office work and activity reports generated by Night Audit.

- Review Front office log book and Guest feedback forms on a daily basis.
- Maintain an organised and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs.
- Perform other duties as requested by management
- Prepares and checks for arrival's payments status.
- Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
- Handling reservation channel of the hotel.
- Maintain all OTA's rate and inventory updation.
- Handles all online guest complaints and other related problems and reports on the Assistant Reservation Manager's.
- Promotes and maintains good public relations.
- Motivates and maintains good staff relations.

PROFICIENCY IN COMPUTER

- Knowledge of Hotel Software IDS (ver. 4.1/6.1/6.05)
- Knowledge of Hotel Software IBS (ver. 3.05/4.02)
- Knowledge of ms word, ms excel, power point & internet.
- Knowledge of Microsoft Outlook.

SKILLS:-

- Leadership
- Organization
- Being friendly and outgoing
- Attentive
- Active listener and patient
- Initiative.

ACTIVITIES AND INTEREST

Games:-Playing Cricket, Travelling.

Hobbies: -Watching Haryanvi Song.

Cooking (Passion)

PERSONAL DETAILS:-

Name :- Kuldeep

Father Name:- Sh. Hardwari Lal

Date of Birth:- 25th July 1996

Marital Status :- Single

Religion :- Hindu

Nationality :- Indian

REFERENCE:-

Mr Gopal Choudhary

Front office Manager @ Hotel The Fern Residency, Jaipur

Mobile No-9680699196

Date:-

Palace:-