

# Munesh Kumar Sejwar

23, Urmi Villa, Sejwar Colony-1, V/Po: - Kheramaida, Teh: - Kathumar

Distt: - Alwar (Raj.) - 321605

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## ❖ Profile Summary: -

- ❖ Seeking a deserving profile in the hospitality sector, where I can deliver my expertise and innovative hospitality skills, while maintaining the integrity and work ethics of the working environment, thereby maintaining the reputation of the organization...

## ❖ Key Skills & Software Knowledge: -

- ❖ Computer Applications MS Office (MS word. Ms excel. Power points, Publisher).
- ❖ Handling mails on Outlook.
- ❖ Good command on IDS.
- ❖ Good command on Protel (hotel software).
- ❖ Good command on WIN HMS (Hotel Software).
- ❖ Operating STAAH Channel Manager for updating Rates & Inventory.
- ❖ OTAs handling by using extranet.

## ❖ Strength: -

- ❖ Working hard & Punctuality of time.
- ❖ Self Confidence & leadership qualities.
- ❖ Fast in grasping & learning.
- ❖ Able to work under pressure.
- ❖ Sense of Responsibilities & Able to accept challenge.

## ❖ Hobbies: -

- ❖ Playing Badminton.
- ❖ Sightseeing.
- ❖ Reading books.
- ❖ Listing to old music.

## ❖ Education Background: -

- ❖ M.S.C. in Hotel Management Catering Technology & Tourism from Punjab Technical University Jalandhar (Punjab.) from 2012 to 2014.
- ❖ RS-CIT in basic computer application from Vardhman Mahaveer Open University Kota (Raj.) in 2013.
- ❖ Graduation in Art from Rajasthan University Jaipur in 2011.
- ❖ DPA in Accounting & Tally from IPAM from Alwar (Raj.) in 2010.
- ❖ High School from Rajasthan Board Ajmer in 2008.

## ❖ Role & Responsibilities: -

- ❖ Greets and assists the VIP guests of the hotel and Performs special services for VIP Guests.
- ❖ Checks cleanliness of lobby and public areas, lights and as well as front office staff.
- ❖ Checks on registration cards of arriving guests and ensures all information are filled up.
- ❖ Assists in sending guest messages, emails or faxes.
- ❖ Gives the instructions to the Night Reception, during the high occupancy periods.
- ❖ Assists in handling room lock problems.
- ❖ Coordinates with all departments.
- ❖ Operates the front office computer system in order to assist front office attendants.
- ❖ Handles guest complaints and other related problems.
- ❖ Assists reception, business centre, cashier, concierge and bell captain during they are busy.
- ❖ Answers guests inquires, handles complaints and attend to the needs of the guests.
- ❖ Approves and sign for allowances, rebates etc., as required by Front Office Cashier.
- ❖ Authorises charges to be made for late departures and/or compliments on them.
- ❖ Promotes and maintains good public relations.
- ❖ Motivates and maintains good staff relations.
- ❖ Maintains and be guided of hotel policy on credit/lost and found hotel guest's properties.
- ❖ Follow up in credits check report, liaise with credits manager.
- ❖ To Responsible for front office operation during the absence of Front Office Manager (HOD).
- ❖ Approves the working schedule for the front office attendants.
- ❖ Assigns and Approves Duty roster for all Front Desk Staff.

### ❖ Interested in: -

- ❖ Front Office, HK & Sales.

### ❖ Area of Expertise: -

- ❖ Direct & Coordinates the Activities of FO Desk, Reservation and Telephone area.
- ❖ Negotiations with Corporates and Travel Agencies.
- ❖ Team Building & Trains all FO staff.
- ❖ Making Daily & Monthly Reposts
- ❖ Handling VIPs, VVIPs
- ❖ Handling complaints & Resolve them.
- ❖ Updating Inventory on OTAs & STAAH Channel Manager.
- ❖ Graphic Designing

### ❖ Personal information: -

Name : Munesh Kumar  
 Father's Name : Mr. Jagdish Singh  
 DOB : 14/Oct/1991  
 Nationality : Indian  
 Marital Status : Un Married  
 Sex : Male  
 Category : OBC  
 Cast : Jat  
 Blood group : O+ ve  
 Language Known : Hindi, English & Local Language.

### \*Declaration\*

I here by certified that all the above information given is correct to the best of my knowledge and belief.

Place.....

Date .....

(Signature of the applicant)  
**(MUNESH KUMAR)**

### ❖ Work Experience: -

- ❖ Econostay Misty Oaks Resort by Crimson Hotel in Nainital (UK)

Duty Manager

09<sup>th</sup> Jan. 2020 to 30<sup>th</sup> March 2020

- ❖ Delice Hotel by Crimson Hotels in Bhilwara (Rajasthan)

Front Office Executive

30<sup>th</sup> May 2019 to 02<sup>nd</sup> Dec. 2019

- ❖ Tree House Resort, Club & Spa Bhiwadi in (Rajasthan)

Front Office Supervisor

13<sup>th</sup> Oct. 2018 to 30<sup>th</sup> April 2019

- ❖ Lemon Tree Hotels Alwar in (Rajasthan)

Guest Service Associate.

21<sup>st</sup> September 2017 to 30<sup>th</sup> Sept. 2018

- ❖ MGB Hotels (Before Clarks inn) in Alwar (Rajasthan)

Front Office Assistant

15 Feb. 2015 to 20<sup>th</sup> Sept.2017

- ❖ Mansingh Palace Hotel in Jaipur (Rajasthan)

Journal Training in F&B Service

01<sup>th</sup> April 2014 to 30 June 2014

- ❖ Jaypee Palace hotel Agra in (Uttarprades)

Industrial Training in all major departments

10<sup>th</sup> Oct. 2013 to 12<sup>th</sup> March 2014

### ❖ Awards & Achievements: -

- ❖ Two times achieved employee of the month in MGB Hotels.
- ❖ One time achieved best guest appreciation letter in Lemon Tree Hotel.
- ❖ One time achieved employee of the month in Tree House Resort, Club & Spa.

