

RESUME

RAKESH KUMAR VERMA
Sugar factory colony khadda
District -: kushinagar (u.p.) 274802
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OBJECTIVE

To utilize the accumulated knowledge and develop it further for the benefit of organization as well as my own individual personality.

I BELIEVE

" shoot for the moon even if you miss, you will land among the stars"

SUMMARY

- Presently working with "optus hometel ,a division of sarovar hotels&resort" kapashera new delhi (www.sarovarhotels.com)as room attendant (from 1st of July 2019) since to till date.
- Worked with "The muse sarovar portico kapashera new delhi (www.sarovarhotels.com)as room attendant from (pre-opening) since 30 June 2018
- Done 2 week" style &smile" - A Customer service program on February 2018
- Done 8 weeks vocational training from " pitrashish pride "in housekeeping department
- Passed 12th from u.p. board in 2014 with science stream
- Passed 10th u.p. board in 2012

PERSONAL PROFILE

Father 's name - Mr.pradeep Verma
Mother's name- Mrs.sangeeta devi
Date of birth - 26 January 1997
Gander - Male
Marital status - Married
Language known - Hindi , English
Nationality - Indian
Hobbies - Listening to music
& Meet to new person

DUCTIES & REASONABILITY 's as room attendant

- Stocking housekeeping trolley
- Using cleaning material properly
- Maintaining housekeeping equipment
- Cleaning, dusting &vacumming guest bed rooms, bathroom and furniture
- Arrange and decorate beds,linen towels supplies and amenities as per hotel standard
- Guest interaction
- Understanding simple instructions
- Knowing guest room features
- Knowing available hotel services
- Handling guest complaints
- Safety and security
- Reporting maintenance issues and suspicious guest behavior
- Notes down the time and frequency of entering the room
- Handling lost and found guest items
- Basic IT skills
- Basic speaking knowledge of english

- Basic telephone etiquette

DECLARATION

I hereby declare that the information stated above is true, correct & complete to the best of my knowledge