



NEERAJ SHARMA

Vill. Kosri,P.O.Kosri
Teh.Jaisinghpur,District. Kangra,
Himachal Pradesh
PIN 176096

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CAREER OBJECTIVE:

To work with an organization which gives me job satisfaction where I can use my skill Knowledge on experience for the mutual benefit of the organization as well as myself.

EDUCATION QUALIFICATION:

Qualification	College / University	Year
10 th	H.P.School Education Board Dharamshala	1999
12 th	H.P.School Education Board Dharamshala	2001

PROFESSIONAL QUALIFICATION:

Three years BSC Degree in Hotel Management (Bschnmctt) from National Institute of Advance Management Studies (N.I.A.M.S) Hamirpur (H.P.) Under Punjab Technical University Jalandher.

EXTRA QUALIFICATION:

Basic knowledge of computer.

INDUSTRIAL EXPOSURE:

- Two months training at the Hotel Shree Ram International Jodhpur (RJ) since 18th June 2005 -10th Aug2005.
- Three months training at the Best Western Hotel Madhuban (UA) since 1st May2006-31st July20

Job Profile:-

Handles the guest check out process.

Always answer the front desk phone with three rings.

Inform the guest on all the Hotel services and facilities

Maintain Log book, cash book.

Check all Front office Night Report.

Handles guest mail and reservation.

Coordinates with all the departments.

Identifies guests' length of stay requireMaintains guestroom key storage.Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest's name at every

opportunity. Maintains intimate knowledge of departmental standard and procedures. Performs check in check out and room change procedure and ensure all data entered completely into the hotel system in accordance and reservation.

Prepare the Weekly/Monthly schedule for the employees. Maintains cashier float and ensures accurate daily report of all money received. Knowledge of all special promotion procedures, for programs such as; Seasonal Packages. Attends to guest's complaints, inquiries and requests. When on night shift, checks night report, prepare the morning report and prepare all necessary forms for the guest arrival. Prepare MIS Assist the group coordinator with all group arrivals.

EMPLOYMENT TO DATE:

➤ Worked with Hotel Grand Haveli and Resort Nawalgarh (Rajasthan) as a Front Office Assistant from June, 2007 to August, 2008. (Pre Opening)

➤ Worked with Best Western Hotel Royal Park Baddi (Himachal Pradesh) as a Front Office Supervisor from April, 2009 to December, 2010 (Pre opening)

April, 2009 – March, 2010 as a Sr. Front Office Assistant

April, 2010 – December, 2010 as a Front Office Supervisor

➤ Worked with Best Western Maryland Zirakpur (Chandigarh) as a Front Office Executive From January, 2011 to July, 2011. (Pre Opening)

➤ Worked with Tulip Inn Bhilai (Golden Tulip Hotels & Resorts) (Chhattisgarh) as a Front Office Executive from August, 2011 to January, 2012.

➤ Worked with Hotel Eqball Inn Patiala (Punjab) as a Front Office Executive from July, 2012 to March, 2015.

➤ Worked with (Lords Hotels & Resort) as a Front Office Manager.

Lords Inn Jodhpur Rajasthan (Oct, 2015 to May, 2017) Asst. Front Office Manager

Lords Inn Jammu J & K (June, 2017 to Nov, 2019) Front Office Manager

Lords Plaza Nathdwara Rajasthan (Dec, 2019 to Mar, 20) Front Office Manager

Worked with **Amritara hotels and resorts.** (Amritara The Chateau) Kasauli (Feb 2021 to July 2021. As a Front Office Manager.

➤ Worked with Lords Hotels and Resorts) Lords Inn Jodhpur as a Front Office Manager from Oct, 2021 to till Aug, 2022.

➤ Presently working with WelcomHotel By ITC Katra as a front office Manager from Sept. 2022 to till date

SOFTWARE KNOWLEDGE:

- IDS
-

CHANNEL MANAGER:



- Maximojo
- Staah
- Axis Room
- Synxis Platform

SELF EVALUATION:

INTEREST: - I am interested in meeting new people and helping the poor people.

LIKE: - I like hard worker people.

DISLIKE:-I hate for sadistic and vain fellows.

POSITIVE: - I am a teetotaler, I feel comfortable in the company of people.

STRENGTH: - I am hard worker, honest & helpful fellow.

HOBBIES: - Playing, watching cricket, and listening to soft music.

PERSONAL INFORMATION

Father's name	:	Late. Sh. Jyoti Prakash Sharma
Mother's name	:	Smt. Kusum Sharma
Date of birth	:	23-01-1984
Nationality	:	Indian
Gender	:	Male
Marital Status	:	Married
Languages Known	:	Hindi, Punjabi and English.

REFERENCES:

Mr. Vikram Sharma (General Manager Vivaan Resort Manali) 9418300541

Mr. Manoj Sharma (General Manager Hotel I Square Baddi) 9816584448

Mr. Stephan Genon (General Manager Lords Inn Jammu)-9070456777

DECLARATION:

I hereby, declare that the information furnished by me is true to the best of my knowledge and belief, and that no information has been concealed.

*Date: -
Place*

Neeraj Sharma