



Naresh Kumar

Permanent Address:

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Email :

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Personal Data:

Full Name:

Naresh Kumar

Date of birth:

09TH March.1995

Father's Name: Mr.
Rakesh Singh

MaritalStatus:
Unmarried

Nationality:
Indian

HOBBIES & INTERESTS

Take New Challenges.
Listening to Music.
Photography.
Shopping.
Watching movies

CURRICULUM - VITAE

Career Objective

To work with an organization which provide immense opportunities to improve and channelize my skills to contribute towards achievement of organizational and personal goals.

Academic Record

Year	Courses	University / Board
2011	10 th	UP Board
2012	PGDCA	GTC Computer Rampur
2013	12 th	UP Board
2015	Diploma in HM	IHM RIG Institute,Greater Noida
2016	Graduation	M.J.P.R. University,Bareilly

Summary :

Experienced Hotel Front Desk Administrator dedicated to delivering first class service to all hotel guests. Friendly & Responsible Front Desk with a keen eye for details and the ability to make any guest feel completely at ease. Skilled at handling Guest problems and finding ways to increase the guest satisfaction.

To be involved in work where I can utilize my skills and creatively involved with system that effectively contributes to the growth of organization.

TRAINING

- Hotel GenX Sundaram haldwani for 6th Months IT in All departments from June 2015 to November 2015 .
- Hotel Genx Sundaram Haldwani for 6th Months OJT in FrontOffice from December 2015 to May 2016.

Working Experience

- 1 year work Experience with Hotel GenX Sundaram (By 1589 Hotels) Haldwani,Nainital,U.K. as a front office Associate from June 2016 to May 2017.
- 3 Year 6 months work Experience with Beetle Smartotels (By Hirise Hospitality Pvt.Ltd.)Mundra,Gujarat as a Front Office Supervisor from June 2017 to November 2020.

LANGUAGE KNOWN

Hindi

English

- 3 Months work Experience with Stonewood Nature Resort (By Omega Hotels) Gokarna,Karnataka. as a Front Office Executive from January 2021 to March 2021.
- Presently working with Beetle Smartotels(By Hirise Hospitality Pvt.Ltd) Mundra,Gujarat as a Duty Manager from April 2021 to Current

Key skills

- Responsible for scheduled, and Knowledge of front office billing and IDS V6.5 And 7.0

JOB & RESPONSIBILITIES

- Check-in guests and assigns rooms
- Managed staff training and onboarding, coaching in customer service techniques,best practices and complaint management.
- Greeting and welcoming Guests as they approach the Front desk Seek and respond to Guest feedback in order to achieve positive outcomes and high levels of Guest satisfaction
- Keeping front desk tidy and presentable with all necessary material
- Resolve guest issues, complaints, problems in a quick, efficient manner to maintain a high level of guest satisfaction and quality service
- Maintains working relationships and communicates with all Departments
- **As Night Auditor**
- Posting accommodation and tax charge
- Accumulating guest service charges and payments
- Print the payment mode today by all Methods of Payments (Cash, Credit Card, Bill to Company Etc.)
- Settling financial activities of various departments (F & B, Housekeeping and others)
- To verify that all transactions performed at the front desk are supported by documentary evidence and signature as necessary and that they have been correctly posted and allocated in IDS
- Settling the account receivables
- Verifying guest folios
- Perform the Batch closing on all EDC machines
- Preparing the night audit Reports like Check-in/out Reports, Revenue Report for the day
- All non-arrivals that have not been prepaid need to be processed as a no show during EOD
- Running open new date process
- Print up and files reservations for the next business day
- Report to be sent to General Manager, all HODs and Admin Team.

Special Skills:

- Knowledge of all aspects of Rooms Division Operations
- Negotiations Skills
- Great Ability to Lead People
- Ability to handle pressure.
- Enthusiasm
- Interpersonal Skills
- Excellent Communication Skills
- Staff training
- Hiring management
- Shift scheduling

COMPUTER SKILLS

- Microsoft Office, Word, Excel, Power Point. Internet Surfing.
- Windows and MacBook Both Systems. Worked on Channel Manager STAAH
- IDS NEXT 6.5 and 7.0 (Fortune)

Declaration

I hereby declare that all the information given above is true and correct to the best of my knowledge.

Date:

(Naresh Kumar)