

# Resume

## **Mukesh Kumar**

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### **CAREER OBJECTIVES**

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To build a successful career in a company that helps me showcase my hard work, customer service skills, and staff management. I aim to set new performance benchmarks for myself and achieve results that are benevolent for both my organization and me.

### **PROFESSIONAL SYNOPSIS**

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1. A Hospitality professional with 8 years of experience in the hospitality industry.
2. Responsible for providing efficient & highest quality customer service to ensure smooth flow of operations.
3. Experience in working on assignments.
4. Establish & promote positive relationships with guests to delight and gain loyalty.

### **EDUCATIONAL QUALIFICATIONS**

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1. Bachelor of Arts from DDU University, Gorakhpur, Uttar Pradesh, India in 2011.
2. Diploma in Hotel Management from Punjab Technical University, Jalandhar, India in 2009.
3. Secondary level from Janta Inter College, Basti, Uttar Pradesh, India in 2006.
4. Primary level from Khair Industrial Inter College, Basti, Uttar Pradesh, India in 2004.

### **TECHNICAL SKILLS**

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1. PMS knowledge: Opera & IDS.
2. Good knowledge of Microsoft Excel, Word, PowerPoint, Outlook & the Internet.
3. Ability to input and access data on the computer and good typing skills in English & Hindi.

### **WORK EXPERIENCE**

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1. **Company** : Elite Hospitality Group  
**Unit** : Elite Grande Hotel, Al Seef, Bahrain  
**Designation** : Front Office Supervisor  
**Period** : From January 2019 to Present
2. **Company** : Elite Hospitality Group  
**Unit** : Elite Grande Hotel, Al Seef, Bahrain  
**Designation** : Front Office Shift Leader  
**Period** : From January 2017 to January 2019
3. **Company** : Elite Hospitality Group  
**Unit** : Elite Grande Hotel, Al Seef, Bahrain  
**Designation** : Front Office Assistant  
**Period** : From January 2015 to January 2017
4. **Company** : Choice Hotels International  
**Unit** : Comfort Inn Hotel, Lucknow, India  
**Designation** : Front Office Executive  
**Period** : From May 2014 to December 2014
5. **Company** : Choice Hotels International  
**Unit** : Comfort Inn Hotel, Lucknow, India  
**Designation** : Front Office Associate  
**Period** : From May 2012 to May 2014

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## **JOB RESPONSIBILITIES & DUTIES**

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- Monitor and review the checklist of all the arrival and departures
- Process all guest check-ins, verifying guest identity, the form of payment, assigning room, and activating/issuing room keys.
- Work as per the instructions are given by the front office manager and organize and coordinate all the front office duties
- Provide outstanding services and ensure guest satisfaction.
- Give a warm welcome to all the guests especially the VIP's and provide them with the best possible services.
- Accommodate guest requests, contacting appropriate staff if necessary, and follow up to ensure requests have been met.
- Process all payment types, vouchers, paid-outs, and charges.
- Notify Loss Prevention/Security of any guest reports of theft.
- Compile and review daily reports/logs/contingency lists.
- Follow company policies and procedures.
- Ensure adherence to quality standards.

## **LANGUAGES KNOWN**

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English, Hindi, and Arabic

## **ACHIEVEMENTS**

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1. Awarded star employee of the month September 2019 at Elite Grande Hotel.
2. Awarded star employee of the month December 2017 at Elite Grande Hotel.
3. Awarded as a star employee of the month July 2016 at Elite Grande Hotel.
4. A great contributor in increasing the rating of Elite Grande Hotel on Trip Advisor & Booking.com.
5. Highly capable of maintaining a positive environment amongst the team members.

## **PERSONAL DATA INFORMATION**

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Date of Birth : 10<sup>th</sup> January 1989  
Gender : Male  
Height : 168 cms  
Weight : 70kgs  
Marital Status : Married  
Nationality : Indian  
Passport No : L4475445  
Contact No : (+973) 3639288  
Present Address : Building 1207 Road 2724, Adliya, Bahrain

## **DECLARATION**

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I hereby declare that the above-mentioned information is true to the best of my knowledge and belief.

Sincerely yours



**Mukesh Kumar**