

Name Vinay Kumar
DOB 08th Sept. 1992
Address Baraundha Kachhar, Near Railway Colony, Mirzapur, UP – 231303.
Cell No. +91 8299218160
Email mishravinay049@gmail.com



OBJECTIVE

My immediate goal is to be part of an organization that provides with an opportunity to explore more horizons and contribute to the organization's growth.

PROFESSIONAL EXPERIENCE

Renaissance Hotel Lucknow & Fairfield by Marriott

*January 2020 onwards – **Cluster Reservation Executive***

- Taking care for the Reservations for both the hotels.
- Responsible for inventory balancing and maintain straight line availability.
- Responsible for handling groups i.e. making block codes, rate codes, loading rooming list & circulating the group information sheet all operational departments with all details.
- In charge of rate loading for Corporate, TA, Groups and Public Offers.
- Updating and analysis the pick-up report & providing revenue team with feedback from ground zero for different strategies.

Le Meridien Nagpur

*May 2019 – January 2020 - **Assistant Front Desk Manager***

- Greets the VIP guests of the hotel. As directed by the Front office Manager, Performs special services for VIP Guest's.
- Assists in VIP's arrival departure in absence of guest relation officers.
- Checks cleanliness of lobby and public areas, lights and as well as front office staff in proper and orderly appearance and behavior.
- Checks on registration cards of arriving guests and ensures all information should be filled on each cards either by Guest Relation Officers or the guests.
- Gives the instructions to the Night Reception, during the high occupancy periods, regarding: walk-in guests and release room blocked because of no- shows.
- Assists in handling room lock problems.
- Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
- Checks group department, fit and ensure switchboard makes appropriate wake up calls.
- Handles guest complaints and other related problems and reports on the Assistant Manager's log book.
- Assists reception, business center, 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.
- Authorizes charges to be made for late departures and/or compliments on them.
- Promotes and maintains good public relations.

- Motivates and maintains good staff relations.
- To discuss all matters that needed to follow up with the Front Office Manager.
- Assigns and Approves Duty roster for all Front desk staffs.

Fairfield by Marriott Lucknow

*October 2017 – May 2019 – **Front Office Executive***

*April 2016 – September 2017 – **Front Office Associate***

Part of the pre-opening team where I was Responsible for day to day front desk operations.

- Register guests and assigns rooms. Accommodates special requests whenever possible.
- Assists in pre-registration and blocking of rooms for reservations.
- Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures.
- Knows room locations, types of rooms available, and room rates.
- Coordinates room status updates with the housekeeping department by notification housekeeping of all checkouts, late checkouts, early check-ins, special requests, and day use rooms.
- Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
- Process guest check-outs.
- Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange,
- Uses proper telephone etiquette.
- Inform guest of the room safe and mini-bar key and room key procedures.
- Reads and initials the pass-on log and bulletin board daily. Is aware of daily activities and meetings taking place in the hotel
- Attends department meetings.
- Maintains the cleanliness and neatness of the front desk area.
- Reports any unusual occurrences or requests to the manager or assistant manager.

EDUCATIONAL QUALIFICATION

04 years Bachelor Degree in Hotel management and catering technology.

Institute of Hotel Management & Catering Technology Applied Nutrition (2009 – 2013)

Secondary (+2) from Science.

- Under Uttar Pradesh Education Board.

WORKING PROFICIENCIES

- Opera 4.5 & 5.0 system software.
- Marsha.
- MGS (Marriott Global Source).
- Basic Computer knowledge.
- Microsoft office word.

ACHIEVEMENTS

- Awarded as “Executive of the Month” for the Month of November 2018 in Fairfield By Marriott Lucknow.
- Received many appreciation mails and letter from management.
- Successfully completed Executive development programme in Fairfield By Marriott Lucknow.

HOBBY

- Playing Computer Games, Painting, Listening to Music, Cooking & Travelling.

REFERENCES

- Available on request.

PERSONAL DETAILS

- Father Name: Sri. Santosh Kumar
- Mother Name: Smt. Geeta Mishra
- Height: 5'6
- Civil Status: Married
- Nationality: Indian
- Languages: English, Hindi

DECLARATION

I hereby declare that all the statements mentioned above are true and correct to the best of my Knowledge and belief.

Vinay Kumar