

CURRICULUM VITAE

CHETAN KUMAR

Add – S/O- Mritunjay Keshri

At- Mohana

Po- Orahara

Banka(Bihar)

Pin- 813109

Mob.No.- 8877716321

Email id- chetankeshri14@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented professional with abilities in experienced in sale and we'll educated and self educated and self-assured with superior Communication skills over 2 years as manager. I am looking further Better myself in all facaded of my life with my career as a main Piece of that puzzle.

SKILLS

- . Policy and Procedure adherence
- . Staff supervision
- . Guest Experience
- . Telephone etiquette
- . Strategic planning and analysis
- . Regulatory compliance
- . Vendor interaction
- . Costomer service
- . Guest accommodation
- . Team management
- . Office and Staff Streaming
- . Relationship development
- . Cash Handlidling

WORK HISTORY

January 2020- August 2022

Hotel- manager

- . Implemented quality control initiatives while creating house made
- . Cocktails juice and preparation to reduce downtime and increase Revenue.
- . Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates.
- . Provided exceptional service and assistance to guest upon check-in.
- . Increased customer service ratings through personable service.
- . Maintained energy and enthusiasm in fast-paced environment.
- . Close out cash register with accuracy and prepared cashier report.

EDUCATION

Graduation - (History Hons) from T.M.B.U Bhagalpur out in 2014 (55.75%)

Intermediate -(I.sc Math) from B. S. E. B Patna passed out 2010. (52.40%)

Matric - B. S. E. B Patna passed out 2008 (65.80%)

PERSONAL DETAILS

Father' Name : Mritunjay Keshri
Date of Birth : 14/01/1994
Languages Known : Hindi & English
Nationality : Indian
Marital status : Unmarried
Hobbies : Cricket

DECLARATION I hereby declare that all the information given above is true
To the best of my knowledge and belief

Place

Signature

Date