

CURRICULUM VITAE

Raj Kumar Punyal

C/O Mr. Vikram Singh

Central soil and water conservation

Research farm Mansa Devi

House No.2, Type-111

Sector-4, Panchkula

Haryana

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OBJECTIVE:

To learn more and more and upgrade my self at every stage of life and be a part of a growing company with good future prospects and to be a successful career oriented professional.

EDUCATIONAL QUALIFICATION:

- MSC HMCTT from PTU-Jalandhar
- Bachelor of Hotel Management and Catering Technology and Science from Ch. Charan Singh University (Meerut University). Marks secured: 69.11%.
- Diploma in Restaurant and Counter Service from Food Craft Institute, Chandigarh.
- Passed Senior Secondary Examination from NOS-New Delhi
- Passed Matriculation from Himachal Board, Dharamshala.

TEACHING AND PROFESSIONAL EXPERIENCE:

- Presently working as an Assist. Prof. in Chandigarh College of Hospitality – Landran (mohali) from Sep. 2011.

- Worked as Asst. Professor in SIHMCT-Tangori since 01 June 2009 to Aug. 2011.
- Senior Lecturer at Heritage Institute of Hotel Tourism, Shimla since April, 2008 till 18 March 2009.
- Worked as FRONT OFFICE LECTURER at Sarva Institute of Hotel Management, Panchkula, From November, 2006 till March, 2008.
- Worked as Front Office manager in hotel K.C. Cross Road Panchkula from April 2006 to October 2006.
- Worked as assistant Front Office manager in Hotel Sunbeam, Chandigarh from May 2000 to March 31st 2006.
- Worked as outlet cashier in Hotel Ritz Plaza, Fujairah, UAE (Four Star) from July 2nd 1998 to August 7th 1999.
- Worked as Front Office supervisor in South Country Club Ltd., Gurgaon from April 1996 to 20th November 1997.
- Worked as outlet cashier in Hotel Carlton Tower, Dubai from October 1992 to July 1995.
- Worked as senior receptionist in Hotel Sunbeam, Chandigarh from April 1991 to September 1992.
- Worked as a receptionist in Hotel Sartaj, New Delhi from July 1989 to March 1991.
- Worked as a receptionist in Hotel Honeymoon in Manali, Himachal Pradesh from July 1988 to June 1989.
- Worked as a receptionist in Hotel Himland, Shimla from July 1987 to July 1988.

Professional Experience: 20 years

Teaching Experience; 08 years

JOB DESCRIPTION:

Receptionist

- Prepare all records connected with pre registration.
- Handle group/crew registration as per laid down procedures.

- Room all arrivals using errand cards.
- Updating room rack.
- Prepare room discrepancy report.
- Take all cleared rooms promptly from housekeeping.
- Give all departure rooms to housekeeping.
- Take room reports and occupancy statistics.
- Handle scanty baggage diligently.
- Handling guest requests.

Outlet cashier

- Handling cash and credit payments.
- Creating vouchers.

Front office supervisor

- Supervising front desk.
- Supervising and answering guest inquiries of reservation agents.
- Arranging schedules for reservation guests.
- Responsible for accurate and effectively handling of reservation tally sheet.
- Checking the updated reservation register.
- Keep availability status charts updated.
- Check on reservation stationary and keep a satisfactory par stock of the same.
- Carry out amendments and cancellations intelligently and accurately.
- Work closely with information assistants.

Assistant front office manager

- Personally welcoming guests.
- Handling questions of charges and check cashing, investigation of any guest comments and coordinating with emergency plans.

- Must be thoroughly familiar with hotel procedures and policies concerning reservation, room assignments, baggage handling, housekeeping methods, restaurant and room charges, credit and security.
- Maintaining a logbook of unusual incidents.
- Make periodic guest room and public area inspections so as to be thoroughly knowledgeable in location, type and appearance.
- Corresponding with guests concerning special reservations.
- Assisting front office manager in supervising and coordinating the day-to-day operations of the front office staff and resolve internal issues.
- Dealing with guest complaints.
- Coordinating staffing of mail and information and reservation clerks with their supervisors.
- Corresponding with future guests and blocking suites and special requests for large conventions.
- Assuming duties of front office manager in his absence.

Front office manager

- Directing and coordinating the activities of front office department, which includes room reservation, guest room assignment, mail and information.
- Reporting to the management.
- Maintaining and developing applicable operational procedures.
- Meeting with executive management and supervisors to plan and coordinate hotel housing activities.
- Reviewing hotel occupancy percentage.
- Dealing with guest complaints.
- Preparing reports relative to anticipated room occupancy, reservation pattern, expected check in and out.
- Employing and training staff.

PERSONAL TRAITS:

- Possess learner's instinct
- Team facilitator
- Responsible
- Confident
- Adaptable
- Aggressive
- Punctual

HOBBIES:

- Reading
- Interacting with people
- Listening to music

PERSONAL DETAILS:

Date of birth : 3rd March 1966
Father's name : Mr. Das Mal
Nationality : Indian
Permanent address : Village Bhajiah, P.O Ludder Mahadev
Teh. Bhoranj, Dist t. Hamirpur,
Himachal Pradesh- 176045
Passport number : K-4194968(valid upto 11-11-2022)
Languages known : Hindi, Punjabi, English and Arabic

Date:

Place: Chandigarh

(R.K PUNYAL)