# RESUME

## Career Objective

To obtain a responsible position in the industry where I can apply my professional skills, experience, and commitment to excellence to help achieve organizational goals and provide outstanding guest service.

## Personal Details

Name: BIR KUMAR

Father’s Name: Late Jagarnath Singh

Date of Birth: 01/02/1998

Gender: Male

Marital Status: Married

Address: House No. C-88, Anup Nagar, Uttam Nagar, New Delhi – 110059

Contact No.: 9315416193

Email: birkumar123@gmail.com

Languages Known: English, Hindi, Bhojpuri

Hobbies: Playing Cricket, Listening to Music

## Educational Qualification

12TH

## Work Experience

* Hotel Royal Star, Dwarka Sector 10, New Delhi
* Position: Front Office Assistant Manager
* Duration: August 2019 – Present
* - Managing front desk operations including check-in/check-out, billing, and reservations.
* - Ensuring excellent guest experience and satisfaction.
* - Supervising and mentoring front office staff.
* - Handling customer queries, complaints, and feedback professionally.
* Hotel Shhaurya, Dwarka Sector 13, New Delhi
* Position: Captain – Food & Beverage Department
* Duration: June 2014 – August 2019
* - Managed daily F&B service operations with a focus on customer satisfaction.
* - Supervised service staff and coordinated with kitchen/bar teams.
* - Maintained hygiene and quality service standards.

## Declaration

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

Date: 04/07/2025

Place: New Delhi

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_