

## SHAILESH KUMAR

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### CAREER OBJECTIVE:

With 30 years of experience in the hotel industry, I'm searching for a career opportunity as a manager or bar in-charge at a reputed organization that provides a platform for professional growth and advancement; where I can utilize my experience and acquired skills for the growth of the company and towards becoming a valuable team member.

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### EXECUTIVE PROFILE

- ✪ Retired from the post of captain at ITC Maurya in Delhi
- ✪ A rich experience in the hotel industry with a wide range of roles and functions like **BEVERAGE IN CHARGE.**
- ✪ Served at ITC Maurya with the accountability of managing the dispense Bar as Beverage-In-charge coming under Golf Bar, one of the main bars of ITC Maurya.
- ✪ Highly customer-oriented endorsed by guests' appreciation on numerous occasions.
- ✪ Proficient manager, with an excellent track record of successfully handling overall operations, with an objective to ensure uninterrupted growth.
- ✪ Proactive self-starter with a track record of initiative, personal responsibility, ownership of work and a reputation of removing obstacles and making things happen.
- ✪ Immense experience of the industry with expertise of understanding the changing trends, requirements and development areas, and accordingly take measures to achieve desired results.

#### Core Competencies

Food & Beverage Services

Team Management

Client relations

Customer-orientation

Training & Development

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### PROFESSIONAL EXPERIENCE

#### SINCE 2022 CAPTAIN ITC MAURYA

Responsible for managing the shift in various departments room service, food and beverage, bars and banquets.

Responsible for handling complaints.

#### SINCE 1993

#### BEVERAGE-IN-CHARGE

#### ITC MAURYA

- Responsible for managing dispense bar as Beverage-In-charge coming under Golf Bar.
- Effective management of operations and ensuring maximum customer satisfaction through providing quality service, value-added service, and an experience of difference from the rest.
- Understand the key areas and expectations of the guest and constantly attempt to exceed their expectations.
- Briefs subordinate staff personnel about functions; training them to overcome challenges and ways to handle situations independently.
- Taking out the consumption report of daily sales and giving inventory.

- Mentoring/ handling 10-15 Personnel on daily basis.

**1989- 1992**

**COMISDE RANG**

**HYATT REGENCY**

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## **EDUCATION & PROFESSIONAL DEVELOPMENT**

### **PG DIPLOMA IN TRAVEL, TOURISM & HOTEL MANAGEMENT**

E.N. Mishra Institute of Economic Development

### **GRADUATION**

Patna University

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## **APPRENTICESHIP**

**Organization:** Asian hotel

**Duration:** Sep'87- Mar'89

*Received training in the trade of steward & bagged 321 marks out of 520.*

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