

Kush Monga

Summary

Experienced & Knowledgeable Soft Skills Trainer has a sound understanding of needed traits for workplace success and a strong ability to train employees in improving those characteristics. Has extensive experience with making presentations, giving assessments, and identifying soft skills training needs. Gained total of 11 years of experience as a Hotelier and 8 years as a soft skill trainer.

Skills

- | | |
|-----------------------------|-------------------------|
| > Situation Handling | > Adaptable |
| > Team Management | > Quick Learner |
| > Flexible | > Behavioural skills |
| > Decision taker | > Public speaking |
| > Motivational speaker | > Service oriented |
| > Multimedia skills | > Planning & Organising |
| > Photography & Videography | > Graphics designer |

Learning & Development

- | | |
|---------------------------|--------------------------|
| > Personality Development | > Emotional Intelligence |
| > Team building | > Conflict Management |
| > Communication Skills | > Leadership Management |
| > Image Management | > Change Management |

Education

ESOL – Skill for Life, UK
University of Cambridge – 2012

Bachelors of Hospitality Sciences
Mangalore University – July 2004 till June 2007

Contact Info

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Highlights

- Hospitality Management
- Effective Marketing
- A Trainer
- Excels at up-selling
- IT knowledgeable
- Multi-Skilled & Talented
- Results Oriented
- Ability to motivate staff and maintain good relations

Management Skills

- Strategic planning and analysis
- Operations Management
- Office and staff streamlining
- Guest Experiences
- Interpersonal Communication
- Time Management
- Reservation Management
- Team Leading
- Project Management
- Public speaking
- Presentation, Demos and Training

Work Experience

Asst. Manager Training & Placement - August 2023 to December 2023
Institute of Technology & Management, Navi Mumbai
Reason to leave – Family health issue

Asst. Front Office Manager
The Fern Habitat, Goa, India – April 2023 to July 2023
Reason to leave – Career switched

Learning & Development Trainer and Sr. Duty Manager
Ramada Navi Mumbai – June 2022 to November 2022
– February 2019 to May 2021
Reason to leave – Covid and Career enhancement

Departmental Trainer & Duty Manager
VITS, Mumbai – August 2018 to February 2019
Reason to leave – Transportation & Timing

Learning & Development Trainer & Duty Manager
S Hotel, Bahrain – December 2016 to May 2018
Reason to leave – Laid off due to Management change

Departmental Trainer & Duty Manager
Hilton Jaipur, Rajasthan - August 2015 to December 2016
Reason to leave – Career Enhancement

Learning & Development Trainer & Team Leader
Ibis London Heathrow, London, UK – February 2014 to April 2015
Reason to leave – Visa Expired

Learning & Development Trainer & Night Manager
Thistle Heathrow, London, UK – February 2013 to January 2014
Reason to leave – Career Enhancement

Night Auditor & Receptionist
Hilton on Park Lane, London, UK – September 2010 to March 2012
Reason to leave – Relocated

Front Office Associate
Baywatch Resorts, Goa – February 2009 to January 2010
Reason to leave – further studies

Experience Highlights

- Interview skills - Personality Development
- Communication - Study Tours
- Seminars & Workshops - Situation Handling
- Soft Skills utilization in Hospitality Industry

- Stress Management - Rooms Division
- Planning & organising - SOP Implementing
- Guest Management - Operations Training
- Soft Skills Training - Reports Audit Training

- Situation handling - Operations Training
- Loyalty rewards Training - Time Management
- Interpersonal Communication - Team Building
- Decision making - Behavioural Skill
- Reservation Management - SOP & Etiquettes

- Customer relation skills - Team Leading
- Team Management - Telephone etiquettes
- Groups Handling - Soft skills Training
- Service skills - Upselling & Upgrading skills

- Guest Handling skills - Currency handling skills
- Workplace diversity Training - SOP Training
- Workplace safety - Counseling skills
- Team Building - Conflicts Resolution

- Train The Trainer - SOP Training
- Communication Skills - Telephone Verbiage
- Team Building activities - Upselling skills
- Panic controlling skills - Finance handling

- Journey Ambassador Training - SMILES
- Room and Facility Check Trainings
- Communication Skills - Task-force Training
- Team Building - Time Management

- Groups handling skills - Airport guest handling
- Team Management & Activities
- SOP Training - Night Auditing - Leadership
- Delegating staff roles - Training Needs

- Night Auditing - Switch-board Operation
- Fire Panel control - Reports making
- Records keeping for finance transaction
- Handling Transactional discrepancies

- Front Office Operations - Shift handovers
- Rooms allocation - Reservation handling
- Reception Management - Billing & Reports
- Handling Guest excursions - Following SOP

Certificates

Pursuing NLP Practitioner & Master Certificate
CTAA Accredited

Soft Skills Master Trainer
National Institute of Skills Training, New Delhi – February 2024

Training of Trainers
Alison – Empower Yourself (Online) – January 2024

Hospitality Management Studies
Alison – Empower Yourself (Online) – May 2018

Certificate in Communication Skills
Indus Institute of Hospitality & Culinary Arts – November 2007

References

Ms. Namrata Guha
Head of Operations ITM, Navi Mumbai - +919819778512

Mr. Sangeeta Gothi
Director of Sales, Ramada Navi Mumbai- +919821120943

Achievements

- Best Learning & Development Trainer(Accor) – 2015
- Star Point Rewards – Job Excellency rewards (Hilton on Park Lane) - 2012
- Best Employee of the Month (Baywatch Resorts)
- Best Student of Academics
- Best Student of the Year

Business Skills

- Owned i-Photo Project London Ltd, Business in United Kingdom – 2011-15
- Freelance graphics designer for clients from Australia, United Kingdom and US

Strengths

- Quick Learner
- Adaptable
- Flexible
- Negotiator
- Focused
- Honest
- Taking Initiative
- Integrity
- Dedication