**SANTOSH**

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**UNITED ARAB EMIRATES**

**Career Objective**

To obtain a key position in the hotel industries, that will allow opportunity for personal growth

and chances to apply educational and working experiences to help in achieving the company’s and personal growth.

**Academic Background**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.N** | **Level** | **Institute** | **Passed Yr.** | **Division** |
| 1 | **SLC** | Daunne English Boarding Secondary School, Nawalparasi. | 2007 | 1St Division **(76.5%)** |
| **2** | **Certificate Level** | Achievers College, Butwal. (College of Management) | 2009 | 1St Division **(65%)** |
| **3** | **Bachelor Degree of Hotel Management** | Gateway College of Professional Studies, Kathmandu | 2014 | 1St Division (**CGPA 3.06**) |

**Work experiences:**

**IMG World of Adventure (Opening** team member of **World** Largest indoor theme park, Dubai**)**

**Position =** Food & Beverage Service **Senior Waiter**

**8th August 2016 to till Now**

**HOTEL VAISHALI KATHMANDU NEPAL (**1st Aug 2010 to 24th April 2013)

**Position = Food & Beverage Service Waiter**

**FOOD LAND RESTAURANT AND PARTY PALACE (**5th Dec 2007 to 6thJan 2009**)**

**Position = Food & Beverage Service Waiter**

**NIRVANA GARDEN HOTEL Kathmandu, Nepal (**1st Feb 2014 to 25th Nov 2015

**Position = Food & Beverage Service Captain**

**Duties and Responsibilities Handled (**Food & Beverage Service **Senior Waiter)**

* Make sure the restaurant is opened/closed daily according to established procedures.
* Make sure that Mise-en-scene /Mise-en-place is according to the SOP of the Restaurant.
* Make sure that proper table set up with clean linen or place mats, cutlery, crockery, and glasses.
* When guest arrives at the restaurant great them warmly according to the time of the

Day.

* Escort the Guest to the table and seat them promptly by pulling out chain in order to ease seating and priority should be given to elderly, children and ladies.
* Presents them with the menu and Inform guest about the special item of the day or signature dishes of the restaurant and inform about non availability or 86 items of the menu.
* Take food and beverage orders from the guest on KOT/BOT and ask about Dietary requirement and if guest is fine with the menu repeat the order in order to avoid possible errors.
* Suggest food and beverage to the guest and try to upsell.
* Punch the order on the POS machine and make sure to enter the special requirements made by the guests while ordering the food for e.g. No garlic and onion, /Jain, Less spicy, without egg etc.
* Serve food and Beverage to the guest as per the course of order.
* Observe the guest at each table and check about their satisfaction of their food and drink in a professional ways.
* Making the sifting and duty roster for Asst. Waiter, Waiter/Waitress and Busser and hand over the Restaurant section to the waiter/Waitress.
* Checking daily attendance sheet of Asst. Waiter, Waiter/Waitress and Busser.
* Submitting the daily report about the restaurant to the team leader.
* Checking daily necessary paper of Asst. Waiter, Waiter/Waitress and Busser.
* Give briefing to Asst. Waiter, Waiter/Waitress and Busser.
* Checking personal hygiene, KOT and BOT punctuality, Guest dealing, courtesy, Behavior, Performance.
* Communicating with other employee at the restaurant keep in close contact with the chef and kitchen staff.
* Careful monitoring of the every section of the restaurant to make sure that all the guest receive their food and drink on time.
* Handling POS and cash in the restaurant.
* Submitting daily report to the team leader about the performance of staff and operation of the restaurant at the end of the day.
* To handle the guest complaint and solve them immediately by satisfying the guest.
* At last giving De-Briefing to Asst. Waiter, Waiter/Waitress and Busser at the end of the day and tell them about the about the operation of the restaurant and their performance and guest feedback.
* Closing cash and checking for wastage in bar area.
* Doing inventory at the end of the month.
* Taking the responsibilities of Team leader & Manager on his off day.

**Duties and Responsibilities Handled (**Food & Beverage **Service Captain)**

* Responsible for check the side station and outlet is set up for service and back area as prior to operation
* To give briefing to staff.
* Taking the orders and ensuring smooth flow of service in allocated station.
* Ensuring the proper Mise-en-place and Mise-en-scene in the station.
* Ensure the food and beverage service in appropriate manner in allocated station.
* To involve with guest to solve guest complaint.
* Train to staff.
* Report to the Assistant Restaurant Manager and Restaurant Manager.
* Take care of checklist at scheduled time daily.
* Responsible for ensuring sufficiency of manpower in the shift.
* Perform other duties and responsibilities assigned by immediate supervisor, which leads to guest satisfaction and profit for the hotel.

**Training/Internship**

* Completing industrial training in the Food & Beverage Service & Housekeeping Department from 25 May, 2013 November, 13 Nov, 2013 from Grand Blue Wave Hotel Johor Bahru **Malaysia** and worked as a **Chamber Maid**, **Floor Supervisor**, **and Linen Keeper** in Housekeeping Department during internship

**IT-Skills**

* **Operating System** : Windows
* **Office Packages**: Basic Computer Course Application (Word, MS Excel, PowerPoint), Email and internet.

**Personal Information:**

Date of birth: 17 Oct 1989

Nationality: Nepali

Marital Status: Married

Gender: Male

Language Known: English, Nepali, Hindi.

**Passport Details**

Date of Issue:19 May 2014 to18 May 2024

Visa Status: Residence Visa

**Achievement**

Receiving **Guest survey super Hero Nomination** continuously from start date of guest survey feedback in IMG world of Adventure.

Santosh.