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| **Abhishek Bikram Thapa – 1851204**To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on email: cvcontacts@gulfjobseekers.comWe will contact the candidate first to ensure their availability for your job and send you the quotation for our HR Consulting Fees.  |

**CURRICULUM VITAE**

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**SYNOPSIS**

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| Strong will power and determination to carve a path for myself through perseverance, hard work and doing the right thing with the best effort. Adaptive, Persistent and Hardworking are few of my characteristics.

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**PROFESSIONAL PROFILE** |
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* Confident and consistent individual, with plenty of experience in the field of hospitality
* Extensive knowledge of principles and methods for consulting and managing people
* Commitment to sticking with a challenging position
* Smart and prompt decision making
* Capable to handle pressure and good with multi-tasking.

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| **ACADEMIC QUALIFICATIONS** |  |
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| Dates (from-to) | 2010-2013 |
| Name of Organization | ***International School of Tourism & Hotel Management (IST), Kathmandu******(Affiliated with Salzburg University of Applied Sciences, Austria)*** |
| Qualification awarded | ***Higher Diploma in Hotel Management (HDHM) with 3.11 GPA*** |
| Major Subjects | Front Office Operations, Food Service Management, Food Knowledge, Beverage Knowledge, Banquet Operations and Management, Housekeeping Operations and Management, Travel and Tourism, Sales & Marketing, etc |
| Dates (from-to) | 2008-2010 |
| Name of Organization | ***Nobel Academy Higher Secondary School, Kathmandu*** |
| Qualification Awarded | ***10+2 in Management with 2nd Division*** |
| Major Subjects | Hotel Management, English, Accountancy, Marketing, etc |
| Dates (from-to) | 1998-2008 |
| Name of Organization | ***Small Heaven Higher Secondary School, Chitwan*** |
| Qualification Awarded | ***School Leaving Certificate (SLC) with 1st Division*** |
| Major Subjects  | Science, Mathematics (Compulsory), English (Compulsory & Optional), Accountancy, Social Studies, etc |
| **WORK EXPERIENCE** |  |
| PositionDuties & responsibilitiesDates (from-to)Name of OrganizationPositionDuties & responsibilities | ***Captain (Senior Server)**** Maintaining the standard of service
* Checking in on diners, answering & resolving any issues that have arisen.
* Overseeing the service team who are working on the shift.
* Training the service staffs on a variety of subjects such as facility policies, processes for serving customers and any other corporate initiatives.
* Acting as a liaison between the kitchen staff and servers throughout the course of the shift.
* As a shift leader, assigning the side works to the servers before closing the shift.
* Promoting the identity of the outlet while serving the diners.

August 2014-March 2016***The CheeseCake Factory (M.H Alshaya Co.), UAE******Server (Food & Beverage)***• Take orders and provide information about menu items• Suggest menu items when requested by the customer• Relay patrons’ orders to the kitchen• Ensure that the order is prepared according to the menu• Ensure order quality and quantity prior to serving• Serve meals and side dishes• Deliver food carts to designated areas• Ensure that continued service is managed during the course of the meal• Keep a constant eye on the table to gauge needs and fulfill them immediately• Total customers’ check and take it to them• Accept payment in cash and credit cardNovember 2013-July 2014 |
| Name of Organization | ***Crowne Plaza (IHG), Kathmandu, Nepal*** |
| Position  | ***Captain***  |
| Duties and responsibilities | * Responsible for maintaining high standards of Food & Beverage services to guests & patrons.
* Promoting identity of the restaurant, building rapport and sense of personalized service towards the guest.
* To make recommendations to management for modernization of equipments, service methods and presentation standards.
* Participating in regular meetings & briefings as scheduled.
* Understanding & abiding all the safety rules & procedures
* Assisting manager in making duty roaster.
* Monitoring the junior staff when needed to increase service standards.
* Seek assistance from the supervisor or manager when necessary.
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| **INTERNSHIP** |  |
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| Dates (from-to) | November 2012-November 2013 |
| Name of Organization | ***InterContinental Hotel (IHG), Sanya, China*** |
| Department | ***Food & Beverage***  |
| Position | ***Banquet Waiter/Trainee*** |
| Duration | 6 Months |
| Duties and responsibilities | * Interacting with guests and clients
* Promoting the outlets of the hotel
* Taking order of food & beverages
* Handling the set up of meetings, seminars and events
* Analyzing menu and products
* Focusing on profitability by increasing turnover and controlling costs
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| Department | ***Front Desk*** |
| Position | ***Bell Man/Trainee*** |
| Duration | 6 Months |
| Duties and responsibilities | * Receive guests in professional & friendly manner
* Maintain effective communication with all the related departments
* Maintain up to date knowledge of hotel products and services
* Ensure the guest luggage is carried from arrival point to the guest room
* Ensure concierge desk is and store room clean, tidy & organized
* Deliver guest messages & other deliveries without delay
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**TRAININGS AND CERTIFICATIONS**

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| * Hazard Analysis and Critical Control Point **(HACCP)** Training
* Essential Food Safety Training **(EFST)**

**COMPUTER SKILLS** |  |
| Basic Programs | MS Word, Excel, PowerPoint, Internet/Email |

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| **LANGUAGE SKILLS** |  |
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| English | Excellent written and oral skills |
| Nepali | Excellent written and oral skills |
| Hindi | Good written and oral skills  |
| Chinese (Mandarin) | Good oral skills |
| **RESEARCH WORK** |  |
| Title | ***Customer Relationship Management & Its Implications*** |
| Role | Principal Investigator |
| Dissertation | Higher Diploma in Hotel Management |
| Date | 2013 |
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| **AWARDS/ACHIEVEMENT**“TEAM OF THE MONTH” (Banquet) at InterContinental Sanya Resort-2012“ASST. EVENT DIRECTOR” , International School of Tourism & Hotel Management, Blood Donation Event-2012 |

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"TEAM OF THE YEAR” (Banquet) at InterContinental Sanya Resort-2013

**PERSONAL INTERESTS**

Reading books, travelling, watching movies and documentaries

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