



## Shivaram Thapa

**Nationality:** Nepalese **Date of birth:** 08/09/1986

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**Work:** Ratnanagar 01, Chitwan Hotel Star Chitwan, 44200 Ratnanagar (Nepal)

### EDUCATION AND TRAINING

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#### I. Com

*Tribhuvan University*

Address: Patan ,

#### School Leaving Certificate

*Shree Sansari Mahendra secondary School* [ 16/06/2002 ]

Address: Gakhu 06 Gorkha Nayasaghu, 34000 Gorkha (Nepal)

### WORK EXPERIENCE

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#### Food and Beverage Manager

*Hotel Star Chitwan Pvt Ltd* [ 01/05/2021 – Current ]

- Oversee the operations of food and beverage establishments.
- Plan menus and collaborate with chefs to meet quality standards.
- Manage purchasing and inventory of food, beverages, and supplies.
- Hire, train, and supervise staff to deliver excellent customer service.
- Develop and manage budgets, analyze sales data, and control expenses.
- Ensure guest satisfaction and handle complaints or special requests.
- Enforce health and safety regulations and maintain cleanliness.
- Plan and organize events, such as banquets or conferences.
- Participate in marketing and promotion to attract customers.

#### Senior Supervisor Food and beverage

*Park Safari Resort Pvt Ltd* [ 17/11/2019 – 30/04/2021 ]

- Supervise day-to-day operations in the food and beverage department.
- Hire, train, and supervise staff to deliver excellent customer service.
- Ensure guest satisfaction and handle complaints or special requests.
- Enforce health and safety regulations and maintain cleanliness.
- Assist with inventory management and stock control.
- Provide ongoing training and development for staff.
- Collaborate with other departments for efficient operations.
- Handle administrative tasks related to the department.

#### Senior Supervisor Food and beverage

*Hotel Star Banquet Pvt Ltd* [ 24/10/2018 – 16/11/2019 ]

- Supervise day-to-day operations in the food and beverage department.
- Hire, train, and supervise staff to deliver excellent customer service.
- Ensure guest satisfaction and handle complaints or special requests.
- Enforce health and safety regulations and maintain cleanliness.
- Assist with inventory management and stock control.
- Provide ongoing training and development for staff.

- Collaborate with other departments for efficient operations.
- Handle administrative tasks related to the department.

## **Food and beverage Supervisor**

**Landmark forest Park** [ 28/04/2014 – 23/10/2018 ]

- Supervise day-to-day operations in the food and beverage department.
- Hire, train, and supervise staff to deliver excellent customer service.
- Ensure guest satisfaction and handle complaints or special requests.
- Enforce health and safety regulations and maintain cleanliness.
- Assist with inventory management and stock control.
- Provide ongoing training and development for staff.
- Collaborate with other departments for efficient operations.
- Handle administrative tasks related to the department.
- Prepared bill and settlement.

## **LANGUAGE SKILLS**

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Mother tongue(s): **Nepali**

**Other language(s):**

### **English**

**LISTENING B2 READING B2 WRITING B2**

**SPOKEN PRODUCTION B1 SPOKEN INTERACTION B1**

### **Hindi**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1**

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## **DIGITAL SKILLS**

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MS Office suite (Word, Excel, PowerPoint, Outlook, SharePoint) / safe Social media (Twitter, Facebook etc.pp) / Working good under pressure and not losing focus when dealing with unexpected problems / Windows 7,8,10,11. easy to use / IDS Next | Comprehensive Hospitality Solutions for Hotels