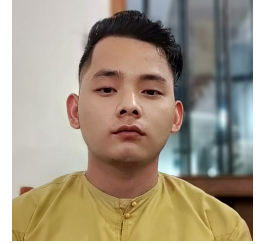


CONTACT

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OBJECTIVE

Organized and focused individual with previous experience as a greeter seeking to apply customer service skill . Dedicated to contributing to a welcoming environment through a positive attitude and calm demeanor.

EDUCATION

- **Siddhartha Higher secondary school**
High school

EXPERIENCE

Feb 2021 - Feb
2023

- **Senior waiter**
Al Fanar Restaurant and Cafe , Dubai
 - waiter
 - Al Fanar Restaurant and Cafe, Dubai , UAE Supervising junior team members.
 - Support the Supervisor in the smooth running of the section.
 - Delivering excellent standards of service in a friendly and professional manner to our guests.
 - Assist with training and development of junior team members.
 - Proactively welcoming and greeting all guests and visitors to the Restaurant and the Hotel.
 - To assist in the set up if the restaurant before service, ensuring all required items
 - are stocked and ready.
 - To seat guests offering them menus, drinks and providing explanations of the
 - menu when required.
 - To deal efficiently and courteously with all guest queries.
 - Ensuring the restaurant environment is always maintained and cleaned to a high.
 - .standard both during and after service
 - Delivering consistent, exceptional service in line with the luxury standards.
 - Excellent knowledge of restaurant menus to be able to offer guidance and make

Dec 2017 - Jan
2019

- **Waiter and Cashier**
Al Dalla Restaurant , Doha Qatar
 - Handle cash, credit, or check transactions with customers
 - Scan goods and collect payments
 - Ensure pricing is correct
 - Issue change, receipts, refunds, or tickets
 - Redeem stamps and coupons
 - Count money in cash drawers at the beginning and end of shifts to ensure that
 - amounts are correct and that there is adequate change
 - Make sales referrals, cross-sell products, and introduce new ones
 - Resolve customer complaints, guide them, and provide relevant information
 - Bag items carefully
 - Greet customers when entering or leaving establishment
 - Maintain clean and tidy checkout areas
 - Process returns and check to see if items are damaged
 - Answer customers' questions and get a manager if answer doesn't solve

- the
- o issue
- o Bag, box, or wrap packages
- o Provide excellent customer service to ensure satisfaction

Apr 2019 - Dec
2020

- **Cashier and waiter**
Lil Beans Cafe , Kathmandu Nepal
 - o Greet customers, presenting menus, take orders, suggest and recommend meal
 - o promotions appropriately
 - o Prepare drinks, serves food/beverages to customers
 - o Prepare the bill that itemizes total meal costs and sales taxes
 - o Perform cashiering duties
 - o Attend and respond to the customers? requests promptly and professionally
 - o Complete the routine of restaurant-opening, duties during shift handover, and closing at night
 - o Maintain the cleanliness of the dining area on a regular basis
 - o Dishwashing duties on an ad-hoc basis
 - o Responsible to clear away rubbish properly to maintain a clean, safe and sanitary environment
 - o May be required to prepare simple food

Feb 2015 - Mar
2017

- **Waiter**
Dantakali Guest house , Kathmandu Nepal
 - o Greeting guests and taking drink and food orders
 - o Staying attentive to the needs of guests in the dining area
 - o Delivering food from the kitchen to the guests
 - o Ensuring the food order is made correctly by kitchen staff and looks presentable for guests
 - o Following health code standards with regards to the handling of food
 - o Performing shift duties like delivering racks of cups to the service station, rolling silverware, pre-bussing tables, wiping tables and removing debris and more

April 2023 - Current

- **Barista**
Urlabari Cafe
 - o Preparing and serving hot and cold drinks such as coffee, tea, artisan and speciality beverages.
 - o Cleaning and sanitising work areas, utensils and equipment
 - o Cleaning service and seating areas
 - o Describing menu items and suggesting products to customers
 - o Servicing customers and taking orders
 - o Ordering, receiving and distributing stock supplies
 - o Receiving and processing customer payments

SKILLS

- Team player
- Sales
- Ms word
- Ms Exel
- Upselling
- Great communication
- Order taking
- Time management
- Positive and approachable

LANGUAGES

- English
- Hindi
- Nepali

DECLARATION

- Arabaic

- I hearby declare that above mentioned information is true